

Refunding a buyer

GUIDE.SUMMARY What

- In most cases, a seller will issue a full refund to the buyer once they have received a returned item.
- In certain situations it may be appropriate to give a partial refund.
- If the buyer returns an item used or damaged and the seller meets our criteria, they will be able to deduct an amount from the refund to compensate for the item not being returned in its original condition.

When

- Sellers can issue a refund from the Send refund/SIR flow for 90 days from the original transaction date.
- You can issue a refund before a request or dispute is opened and through a request or dispute. If there's a request or dispute open, a refund can only be issued through the request or dispute.

How

- If you need to refund a payment, you can do so using the Send refund flow in your Seller Hub or My eBay Sold.
- You can specify a refund amount at the item or order level.
- If you're issuing an order-level partial refund, the amount will be split proportionally among each item in the order.
- You may issue a full or partial refund.
- You may issue an unlimited amount of partial refunds up to 100% of the order.

This article covers

- How buyers receive refunds.
- How to issue a refund.
- Issuing a refund with an open eMBG case.
- Deducting an amount from a refund.
- How to issue a refund prior to buyer opening a request or dispute

GUIDE.RELATED_LINKS
Related help pages:

- Guidelines for deducting an amount from a refund

https://www.ebay.com/help/selling/managing-returns-refunds/handle-return-request-seller?id=4115#refund_guidelines
https://www.ebay.com/help/selling/managing-returns-refunds/handle-return-request-seller?id=4115#refund_guidelines
[Avoiding payment problems for items you've sold](#)

<https://www.ebay.com/help/terms-conditions/default/avoiding-payment-problems?id=4660>
target="_blank"><https://www.ebay.com/help/terms-conditions/default/avoiding-payment-problems?id=4660>Help a buyer with an item they didn't receive
https://www.ebay.com/help/selling/managing-returns-refunds/helping-buyers-items-not-received?id=4116
target="_blank"><https://www.ebay.com/help/selling/managing-returns-refunds/helping-buyers-items-not-received?id=4116>Fee credits
https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128
target="_blank"><https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128>Related guideshttps://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1811
target="_blank">Refund deduction policyhttps://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1789
target="_blank">Enhanced seller protections: Refund deduction option for returns and shipping label credits for False SNADshttps://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1567
target="_blank">Returns - Remorse, SNADs, False SNADs, and Forced SNADs (FSNAD)https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1520
target="_blank">eBay Money Back Guarantee (eMBG) policyItem not received (INR), including stolen from porcheBay fees</h2><h2>GUIDE.TALKING_POINTS General Queries Fee credits</h2>The following fees are eligible to be credited when you voluntarily issue a refund to the buyer:Final value fee variable component

Fixed per order fee (in some specific situations only, see below) Promoted Listings Standard (if applicable) International fee (if applicable) Any additional final value fees for not meeting performance expectations (if applicable) If you refund a buyer voluntarily within the eBay flows, eligible fees will be credited to you automatically If the buyer is issued a partial refund, your eligible fee credits will be proportional to the amount that the buyer is refunded. For example, if the buyer receives a 20% refund of the total amount that they paid for their order, then you will be credited 20% of the eligible fees that you were charged The fixed per order fee will only be credited in the following situations: You cancel the order because the buyer asked to cancel or there was a problem with their shipping address You fully refund all items in the order when the buyer requests a return for any of the 'remorse' reasons (Ordered by mistake, Don't like it, Changed my mind, Doesn't fit, Found a better price). Note: US, CA, AU only - Seller is not required to refund original shipping in this case. You use the Send refund flow on eBay to fully refund all items in the order, plus original shipping Note that you won't receive any fee credits if: You deducted a portion from the buyer's refund because the buyer returned the item used or damaged (it only applies to sellers who are eligible to deduct an amount from the refund) eBay stepped in to help, and the case was closed with a refund to the buyer Exception: If eBay steps in to help with a return for an eBay Authenticity Guarantee item that is returned through the authenticator, the seller will be eligible for fee credits if the buyer is refunded You refunded the buyer outside of eBay The buyer receives a partial refund in resolution of a payment dispute You can find examples of fee credit calculations and information on other fees eligible for credit on the Fee credits help page. How buyers receive their refunds

The buyer is refunded using the original funding source of their payment.

The seller issued me a refund. Where is it? When a seller or eBay refunds you directly, the money will go back to the original funding source that you used for the transaction. If you used a credit card to fund the payment, your credit card will be credited within 5 business days. Keep in mind that it can take up to a full billing cycle (30 days) for the refund to show up on the credit card statement, depending on the card issuer.

Refunding when there is an open request or dispute on eBay If you have an open request or dispute, please issue a refund to your buyer through the return, item not received, cancellation, or payment disputes flows. You can find the request or dispute by going to the Sold tab in My eBay or the Returns, Cancellations, or Requests and disputes tab in Seller Hub

Mistaken refund If the seller has issued a refund to the buyer by mistake, eBay cannot intervene to reverse this. eBay will not assist in the recovery of these funds as this was an action taken by the seller themselves.

How refunds affect defects If a seller refunds a buyer in full through the Send refund flow, they may receive a defect if they hadn't yet shipped, and if we don't see any indication on the site that the buyer wanted a refund (known as an "inferred stock out" in policy). (Please see Canceling an order).

 Partial Refunds Partial Refunds - general Note: Starting October 1st 2019, the seller will have the option to deduct a percentage or a monetary amount off the refund amount. We should advise the seller to utilize percentage as we have clear guidelines that they can follow, therefore creating a consistent experience.

Partial refunds can be provided in three ways to buyers: Firstly, you may offer a partial refund to a buyer through a return request If the buyer accepts this partial refund, they get the partial refund,

and the request is closed (for example: you refund the buyer \$1 for a missing button in response to a return request, and the buyer can keep the item) The second type of partial refund is used when an item is returned damaged, missing parts or altered If you meet the eligibility criteria, you can deduct a specific amount from the buyer's refund to compensate for the item being returned used, damaged, altered or missing parts However, you can only do this if the return has not been escalated to eBay To see our guidelines on how much you can/should deduct, please see our Refund deduction guidelines

If eBay is asked to step in and help (the return is escalated by buyer or seller) on a faulty return case, the seller's ability to deduct from the refund is removed and the case will be worked according to

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520>

target="_blank">eBay Money Back Guarantee (eMBG) policy. Also see

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567>

target="_blank">Returns - Remorse, SNADs, False SNADs, and Forced SNADs (FSNAD)

What about the original shipping costs when the return is remorse?

NA and AU only: If the original outbound shipping was paid by the buyer, the seller will be provided with the option to add or remove that amount from the refund.

UK, FRITES, DE: The seller is required to refund the original outbound shipping cost to the buyer.

Refund destination - How are partial refunds paid back?

The seller can deduct an amount from the original transaction total and the remainder is refunded back to the buyer's payment method used to make the purchase. If the system is unable to complete the refund to the original payment method, it issues the refund to the buyer's PayPal account.

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name="guidance">Condition of returns general guidelines and guidance for deducting an amount from a refund

Note: Refund deductions may not be used to recoup for:

natural expectations in a return (item tried on for size, etc.)

return shipping recoupment

Condition of return guidance by category

Category/item type	Condition of return	Refund deductions logic
Cameras & Photo		
Cell Phones & PDAs		
Computers & Networking		
Electronics		
Home &		

Garden

- Musical Instruments

Excellent condition:	Unused, unopened, undamaged item in its original packaging (where packaging is applicable).	No deductions
Good condition:	Item with absolutely no signs of wear. The item may be missing the original packaging, screen protector removed, or in the original packaging but not sealed.	5%-10% deduction
Fair condition:	The item does not have original packaging, missing nonessential accessories like remotes controls, cords, certificates, or instruction manuals.	15%-30% deduction
Poor condition:	Item shows signs of use, missing essential components. Item is damaged, significantly depreciated in value or materially different than how it was shipped to the buyer	35%-50% deduction

Clothing	Shoes & Accessories: Clothing and accessories
Jewelry & Watches	

Excellent condition:	Unused, and unworn item (including handmade items) in the original packaging (such as the original box or bag) and/or with the original tags attached.
Note:	Apparel tried on to determine fit should count as unworn.
No deductions	
Good condition:	Not in original packaging or may be missing original packaging materials (such as the original box or bag). The original tags may not be attached.
Fair condition:	Clearly worn or used. Possible cosmetic imperfections such as hanging threads, missing buttons, or deodorant stains.
Poor condition:	Item shows signs of use, missing essential

components such as buckles, jewels, etc. Item is damaged, significantly depreciated in value or materially different than how it was shipped to the buyer

35% - 50% deduction			

DVDs & Movies
Music
Video games

Excellent condition

Unused, unopened, undamaged item in its original packaging (where packaging is applicable).

No deductions

Good condition

Item that looks as if it was just taken out of shrink wrap. No visible wear, and all facets of the item are flawless and intact.

5% - 10% deduction

Fair condition

The item does not have original packaging, or missing nonessential accessories.

15% - 30% deduction

Poor condition

An item with obvious and significant wear but is still operational. May have tears or holes in VHS/DVD box. The video game instructions and box may not be included.

35% - 50% deduction			

Motors: Parts & Accessories

Excellent condition

Unused, unopened, undamaged item in its original packaging (where packaging is applicable).

No deductions

Good condition

The item may be missing the original packaging, or in the original packaging but not sealed. May be missing nonessential parts such as screws, bolts, or instruction manuals

5% - 10% deduction

Fair condition

An item that has been installed. The item may have some signs of cosmetic wear, but is fully operational and functions as intended.

15% - 30% deduction			Poor condition:
Item that are defective in ways that render them difficult to use, items that require service or repair, or items missing essential components.			
35% - 50% deduction			
Health & Beauty			Excellent condition:
Unused, unopened, undamaged item in its original packaging (where packaging is applicable).			
No deductions			
Good condition:			
The item may be missing instruction sheets, but it is in original packaging and vacuum seal or the protection sheet is still in place.			
5% - 10% deduction			Fair condition:
The item may be missing the original packaging, instruction sheets, but the vacuum seal or protection sheet is still in place.			
15% - 30% deduction			Poor condition:
The item vacuum seal or protection sheet is unsealed.			
35% - 50% deduction			

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

Offer a partial refund to the buyer

Note: This must be done before the return request is accepted.

- Go to My eBay Sold or select Requests and disputes in the Orders tab in Seller Hub
- Find the return request and select View details
- You can then issue a full or partial refund through the request
- Fill in the refund amount, if applicable, and any additional comments, then click Submit
- Letting the buyer know a refund has been sent

A Comments field allows the seller to message details of the refund to the buyer, meaning they will see it on the history page.

Sellers and buyers can also use this message field to add comments about images they add in the

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; Send a full or partial refund (prior to the buyer opening a request or dispute) You can issue a refund through the Send refund/SIR flow up to 90 days after the original transaction date If the amount of the refund exceeds the total amount of your Available, Processing and On hold funds, your referred on-file payment method may be used to fund the excess refund amount If you're issuing an order-level partial refund the amount will be split proportionally among each item in the order Note: If there's an open cancellation, payment dispute, eBay Money Back Guarantee case, return request or the buyer has reported the item hasn't arrived you will not be able to issue a refund through the Send refund/SIR flow. You need to issue a refund through the relevant eBay processes.

Step 1. Go to My eBay Sold or Orders tab in Seller Hub. Step 2. In My eBay Sold, find the order, select View Order Details, and then select Send refund. In the Orders tab in Seller Hub, find the order and select Send refund from the drop down menu.

 Step 3. Select a reason for the refund.

 Step 4. Enter the desired refund amount and select the Send Refund button to complete the process.

 Step 5. The refund has been initiated.

 Please note: If a seller is issuing an order-level partial refund, the amount will be split proportionally across each item in the order. Once issued, both buyer and seller will be notified of the refund via email confirmation.

 Seller notification

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 Buyer notification

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