

Store fees

<h2>GUIDE.DETAILED\_INFORMATION </h2></p></div>
<div data-bbox="53 107 950 500" data-label="Text>
<p><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1079&ViewLocale=en\_US#" name="detailedinformation">Detailed subscription fees</a></p>
<p></h3> See details on <a href="http://pages.ebay.com/help/sell/storefees.html#insertion">zero insertion fee listings per month for Store subscribers</a>.<br> <br> Internal Information <ul><li>Anchor Store subscribers will have the following MAC note on their account: Anchor Store Account<br> <br> <em>Merchant receives reactive support exclusively from MSO via Anchor Stores.</em> <table border="1" cellpadding="0" cellspacing="3"> <tbody><tr> <td colspan="2"><br> Unrestricted contact information for members</td><tr> <td> Direct:<br>1-877-322-9227 </td> <td> Email:<br><a href="mailto:merchantsupport\_na@ebay.com">merchantsupport\_na@ebay.com</a></td></tr></tbody></table> Teammates: Please inform the member that they should contact the MSO going forward for dedicated account support. </li></ul> </p>
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<div data-bbox="53 513 950 565" data-label="Text>
<p><h2>GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE How to view your Store fees:</h2></p>
<table>
<tr>
<td></td>
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<div data-bbox="53 578 950 800" data-label="Text>
<p><a href="https://www.ebay.com/help/selling/fees-credits-invoices/reconciling-ebay-sales-transactions?id=4847">https://www.ebay.com/help/selling/fees-credits-invoices/reconciling-ebay-sales-transactions?id=4847</a></p>
<ol>
<li>Log into your eBay account,<br>My eBay.</li>
<li>Click the<br>Account tab or use the Account Settings link on the top left (hover over "Hello \*username").</li>
<li>In the left menu, click<br>Seller Account.</li>
<li>In the left menu, click Reports. On the next page you can view and download different reports and also your invoice. You'll find the Store fee on your invoice.</li>
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<div data-bbox="53 813 950 905" data-label="Text>
<p><h2>GUIDE.SUMMARY What </p>
<ul>
<li>An eBay Store offers you an online shopping destination for the items you sell.</li>
<li>For a monthly fee, you get a range of benefits that should ultimately save you money. There are five<br>Store levels: Starter, Basic,</li>
</ul>
</div>

Premium, Anchor, and Enterprise. There is also a Terapeak Research subscription.

How

Store fees appear on your monthly invoice when it's generated. You can also find your monthly Store fees in the All Transactions view in My eBay or Seller Hub.

Store subscription fees are invoiced and paid for in the current month. For example, your July invoice will show your monthly Store subscription fee for July.

On your very first invoice after you subscribe to a Store, you'll see a prorated amount on your invoice for the current month.

Why

By charging monthly fees for Stores, we can offer sellers deals on other features, such as an increase in monthly, free insertion-fee listings and lower Final Value Fees. High-volume sellers can save money by opening an eBay Store.

This article covers

- Monthly Store fees
- Insertion fees for Stores
- Final Value Fees for Stores
- Optional or upgrade fees for Stores

GUIDE.RELATED\_LINKS

Related help pages

- <http://pages.ebay.com/help/sell/storefees.html>

Related CSKB articles

- <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1035> Creating or opening an eBay Store
- <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=LIVE1658> New eBay Store design

GUIDE.TALKING\_POINTS

Store fees and terms

- <http://pages.ebay.com/help/sell/storefees.html> Learn more about eBay Stores fees and terms
- <http://pages.ebay.com/help/sell/storefees.html#optional> Learn more about listing upgrade fees

To find this information through Customer Service:

- Go to eBay.com.
- Click Help & Contact,

located near the top of the screen.

In the What can we help you with? search box, type "Store fees" and click Search.

Look to the right, under Related Help. Click eBay Store fees and terms.

Internal Information

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1079&ViewLocale=en\\_US#detailedinformation](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1079&ViewLocale=en_US#detailedinformation)

See detailed information section for subscription and insertion fee prices.

International

The pricing for Stores is different on other eBay national sites.

You can view Store fees for a different country by going to the appropriate website, selecting Customer Service in that language, and searching for "Store fees" in that language.

The following is an abbreviated list of eBay Store fee help sites:

U.K. - <http://pages.ebay.co.uk/help/sell/storefees.html>

Italy - <http://pages.ebay.it/help/sell/storefees.html>

Spain - <http://pages.ebay.es/help/sell/businessfees.html>

France - <http://pages.ebay.fr/help/sell/businessfees.html>

Australia - <http://pages.ebay.com.au/help/sell/fees.html>

India - <http://pages.ebay.in/help/sell/storefees.html>

Choosing the right Store for you

There are 5 Store levels: Starter, Basic, Premium, Anchor, and Enterprise.

The Store level that's right for you will depend on the volume of your selling.

There is also a Terapeak Research subscription that helps sellers find more products, list more effectively,

and generate more sales.&nbsp;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1691" target="\_blank"&gt;See here for more info&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;Visit the Store selling fees page for more information:&lt;/li&gt; &lt;/ul&gt; &lt;ol&gt; &lt;/li&gt; &lt;ol&gt; &lt;/li&gt;Go to&nbsp;&lt;a href="https://www.ebay.com/help/selling/selling-fees/store-fees?id=4122"&gt;https://www.ebay.com/help/selling/selling-fees/store-fees?id=4122&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;Select the &lt;a href="https://www.ebay.com/help/selling/selling-fees/store-fees?id=4122#section1" target="\_blank"&gt;Store selling fees&lt;/a&gt; section to review our current Store fees.&lt;/li&gt; &lt;/ol&gt; &lt;/li&gt; &lt;/ol&gt; &lt;/ul&gt; &lt;/li&gt;For more see &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1079&ViewLocale=en\_US#detailedinformation"&gt;Detailed subscription fees&lt;/a&gt;.&lt;/li&gt; &lt;/ul&gt; Monthly / yearly subscriptions &lt;/ul&gt; &lt;/li&gt;You can subscribe to an eBay Store on a monthly or yearly basis. In both cases, you'll be invoiced on a monthly basis. &lt;/ul&gt; &lt;/li&gt;The monthly subscription automatically renews every month.&lt;/li&gt; &lt;/li&gt;The yearly subscription automatically renews ever year (and costs less than the monthly equivalent).&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;/li&gt;For more see &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1079&ViewLocale=en\_US#detailedinformation"&gt;Detailed subscription fees&lt;/a&gt;.&lt;/li&gt; &lt;/ul&gt; &lt;/a name="invoicingnewstoresub"&gt;&lt;/a&gt; Final Value Fees for Stores &lt;/ul&gt; &lt;/li&gt;You can view Final Value Fees information for Stores here:&lt;/li&gt; &lt;/ul&gt; &lt;a href="http://pages.ebay.com/help/sell/storefees.html#fvf"&gt;http://pages.ebay.com/help/sell/storefees.html#fvf&lt;/a&gt; Invoicing for new Store subscriptions &lt;/ul&gt; &lt;/li&gt;When signing up for an eBay Store, you'll be charged immediately and you'll see the Store subscription fee on your monthly invoice.&lt;/li&gt; &lt;/li&gt;You can also find your monthly Store fees in the All Transactions view in My eBay or Seller Hub.&lt;/li&gt; &lt;/ul&gt; Differences in schedule fees for Store owners and non-Store owners &lt;/ul&gt; &lt;/li&gt;We want to help all our sellers to sell effectively. Store owners

and non-Store owners have different needs. The schedule fee is relatively low, but encourages professionalism at Store level without affecting the benefits an eBay Store offers.

Most new sellers don't have a Store subscription, and may not have much experience selling on eBay. If they schedule a listing and find an error, we want to make it easy to fix this before the listing appears. More experienced Store sellers won't make these mistakes very often.

**Fees when canceling a Store subscription**

**Early termination fees:**

There is no early termination fee for canceling a monthly subscription.

If you cancel or downgrade your yearly Store subscription, you may be billed an early termination fee.

The early termination fee rates are calculated by dividing by 3 the product of remaining months left in the subscription and applicable monthly subscription fee  $[(\text{months} * \text{monthly fee}) / 3]$ .

View the early termination fee structure at: <http://pages.ebay.com/help/sell/storefees.html#subscription-terms>

<http://pages.ebay.com/help/sell/storefees.html#subscription-terms>

**Internal Information**


[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1079&ViewLocale=en\\_US#detailedinformation](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1079&ViewLocale=en_US#detailedinformation)

See detailed information section for early termination fee prices

For policy information on Early Termination Fee credits, [https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1506#\\_Toc453533724](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1506#_Toc453533724)

see eBay Manual Seller Fee Credit Policy, Appendix 1.8 Courtesy credits, section Other Extenuating Circumstances.

Credits issue for subscriptions (manually, or by unsubscribing) cannot be seen in the current account transactions. The customer will not see these credits until the next invoice. To ensure the credits have been processed you will want to use the <https://billing.vip.ebay.com/members/subscriptioncredits.php> Billing Tool to view credits and fees for your seller.



Fees for canceling a monthly subscription:

If you're within your

first 30-day cycle (first full invoice), we don't offer a prorated cancellation fee. You will be billed the current Stores subscription fees for the Mandatory Subscription Period and will receive the benefits of the Store until after the Mandatory period ends. Once the Mandatory Subscription Ends you will be charged standard fees for any new listings.

If you've had your Store more than 30 days, you will still be billed for the entire calendar month during which you cancel. You will also receive Stores benefits until the end of the calendar month during which you cancel. Starting the next calendar month, you pay standard fees for any new listings.

Charges for Selling Manager Pro after closing a Store

Subscriptions on our site need to be canceled on an individual basis. Even if you opened a premium or anchor Store and it automatically provided Selling Manager Pro, you'll have to go in and unsubscribe from Selling Manager Pro.

Questions about purchasing add-on packages to an Enterprise Store subscription.

What are ZIF add-on packages?

Sellers subscribed to the Enterprise store tier can purchase additional insertion fee allocations. They can purchase 10K additional insertions for \$250 a month and 50K insertions for \$1000 a month.

How many add-on packages can a seller purchase?

The total amount of add-on packages a seller is able to purchase is unlimited, however a seller can only purchase 10 packages per transaction.

What happens if the seller cancels their Enterprise subscription?

The cancellation of the Enterprise subscription will also cause the cancellation of the add-on packages.

Are the add-on packages a one-time purchase or are they a subscription?

They are a subscription and will renew month-to-month until cancelled.

Can the add-on packages be cancelled without cancelling the Enterprise subscription?

Yes, the member is able to cancel the add-on packages through their My Subscriptions page.

Is there an early termination fee for the add-on packages?

No, there is no contract term or termination fee for cancelling the add-on packages.

How does

the timing of the add-on package work? <ul> <li>The allocation in the add-on package becomes effective immediately after purchase and is available for the duration of the calendar month. So if a seller purchases an add-on package (or an add-on package renews) on the 1st of the month they have until the last day of the month to utilize the insertions. If they purchase the package later in the month they have the period from the day of purchase until the end of the month to use the insertions.</li> </ul> <li>Are the add-on packages retroactive? <ul> <li>No, if a seller has received insertion fees they will not be retroactively credited by an add-on bundle.</li> </ul> <li>Are add-on packages prorated? <ul> <li>No, if they are added mid-month, the full allocation and full price are applied for the remaining period of the month.</li> </ul> <li>How does cancellation work? <ul> <li>Cancellations for the add-on packages aren't immediate, they are synced with the end of the month. So if a seller chooses to cancel the packaged it will remain on the account in an expiring state until the month is over.</li> </ul> <li>Do unused insertion fees roll over into the next month? <ul> <li>No, any unused listings expire at the end of each calendar month and does not roll over into the next month.</li> </ul> </ul>

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