

value fee\$0.30 per order fixed amount**Promoted Listings Standard feeAdditional final value fees for not meeting performance expectationsInternational feeYou refund the buyer when they request a return for any of the following reasons:Arrived damagedMissing parts or piecesItem is defectiveReceived wrong itemDoesn't match description or photosDoesn't fit my vehicleYou refund the buyer when they report an item not receivedYou voluntarily initiate a partial refund on eBayYou accept a payment dispute and the buyer is refundedCategory (variable) final value fee\$0.30 per order fixed amount is not credited</tbody>* In this case, sellers aren't required to refund the buyer's original shipping.** Credits for the per order fixed amount can take up to 10 days to be reflected in your transaction history.Note: For transactions where eBay performed currency conversion and a refund is issued within 120 days of the original transaction, the exchange rate used at the time of the original transaction will apply.<h3>Fee credits for partial refunds</h3>When 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 of the sale, then you'll be credited 20% of the eligible fees that you were charged. See the detailed examples below.Fee credit calculations for partial refundsExample

1A buyer purchases a blouse for \$50, plus \$12 for expedited shipping. The seller is able to use a less expensive option and refunds the buyer \$5 of the original shipping cost.

Order details	Item price	Shipping	Tax (9.75%)
	\$50.00	\$12.00	\$6.05
Total amount of the sale: \$68.05			

Seller fees

Final value fee variable percentage (13.25% of \$68.05)	Per order fixed amount (not eligible for credit)
\$9.02	\$0.30
Seller fees on original order: \$9.32	

Buyer refund details

Seller refund to buyer	Bay refund of tax (9.75% of \$5.00)
\$5.00	\$0.49
Total refund amount to buyer: \$5.49	

Seller fee credit details

The buyer's refund (\$5.49) is 8.1% of their original order (\$68.05), so the seller receives credits for 8.1% of each of the eligible fees that they were charged.

Final value fee credit (8.1% of \$9.02)	Total fee credits to seller
\$0.73	\$0.73

Example 2A buyer purchased a designer sweatshirt in size small for \$75, but the seller mistakenly sent a size medium. The buyer liked the sweatshirt and decided to keep it, but notified the seller of the mistake. The seller issued a goodwill credit to the buyer for \$15.

Order details	Item price	Shipping	Tax (9.75%)
	\$75.00	Free	\$7.31
Total amount of the sale: \$82.31			

Seller fees

Final value fee variable percentage (12.35% of \$82.31)	Promoted Listings Standard fee (6% of \$82.31)	Per order fixed amount (not eligible for credit)
\$10.17	\$4.94	\$0.30
Seller fees on original order: \$15.41		

Buyer refund details

Seller refund to buyer	Bay refund of tax (9.75% of \$15.00)
\$15.00	\$1.46
Total refund amount to buyer: \$16.46	

Seller fee credit details

The buyer's refund (\$16.46) is 20% of their original order (\$82.31), so the seller receives credits for 20% of each of the eligible fees that they were charged.

Final value fee credit (20% of \$10.17)	Promoted Listings Standard fee credit (20% of \$4.94)	Total fee credits to seller
\$2.03	\$0.99	\$3.02

Other fees may apply.

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Refunds that don't qualify for seller fee credits

We don't issue fee credits in any of the following situations:

- You refunded the buyer outside of eBay (using PayPal to send money, for instance)
- eBay stepped in

to help with a return or item not received request, and the case was closed with a full or partial refund to the buyer

- You deduct a portion from the buyer's refund because they returned the item used or damaged (only applies to eligible sellers)

How you'll receive your fee credit

If you qualify for a fee credit, the credit will typically be added to your Available funds and may be used to pay for any selling costs that are normally funded from your funds awaiting payout. If the full fee was originally charged to a credit or debit card, then the fee may be refunded back to the same method used to pay the fee. You can see fee credit details on your financial statement.

Insertion fee credits

In some circumstances you may be eligible for an insertion fee credit for your relisted items and for auction-style items that sell.

Insertion fee credits for relisted items

If you relist your item because it didn't sell the first time around or a transaction has fallen through, you may qualify for an insertion fee credit. We'll automatically credit your account for the insertion fee associated with the relisting if your listing meets all of the following conditions:

- Your item sells after you've relisted it
- Both your original listing and relisting are in the same format (auction-style or fixed price). Listings using the classified ads format don't qualify for insertion fee credits
- You relist your item using our tool instead of copying and pasting your original listing into a new listing
- You relist within 90 days of the original listing ending
- It's the first manual relisting of your item
- Your starting price isn't higher than the price in the original listing
- You haven't added a reserve price to the relisting

Insertion fee credits for auction-style items that sell

If you have a Basic, Premium, Anchor, or Enterprise eBay Store subscription,

you'll receive an insertion fee credit if your auction-style listing sells. It's important to keep the following things in mind:

- Your listed item must be in the auction-style format. Fixed price listings, Classified Ads, Motors vehicles, Real Estate, and select Business & Industrial categories are not eligible for insertion fee credits.
- Only insertion fees are credited. Listing upgrade fees aren't credited.
- If your item sells, you're charged a final value fee.
- Your Basic, Premium, Anchor, or Enterprise eBay Store subscription must be active at the time the listing is created to receive an insertion fee credit when the item sells.
- If you relist an item and it sells, you're credited the insertion fee that was charged for the relisted item.
- If you originally listed the item as a zero insertion fee auction-style listing, there won't be a credit or refund for an insertion fee.

If your duplicate auction-style listing doesn't appear on eBay, you may be eligible for an insertion fee credit.

Credits for removed listings

If we have to remove one of your listings, you may receive fee credits depending on the reason for the listing removal. If the listing was removed because an unauthorized person used your account, we'll automatically credit any listing fees and final value fees that you paid. If we removed your listing because it violated one of our policies, we'll credit fees on a case-by-case basis, based on the circumstances. We will take any previous policy violations into account.