

Signature confirmation policy

If you ship internationally, signature confirmation may be required if your item sells on a site which requires it for higher value orders.

Frequently Asked Questions

Seller – When should I purchase signature confirmation in order to be protected against an item not received case or a payment dispute?

If the order has a total cost (including shipping costs and any taxes) of \$750 or more, you're required to purchase signature confirmation to be protected if a buyer reports an item not received or opens a payment dispute. If you are shipping internationally, see the [signature confirmation thresholds table](#) below to see if signature confirmation is required for the shipment.

Buyer – When should I purchase signature confirmation for an item I want to return? If the item was purchased on eBay.com and the total cost of the item was \$750 or more, you are required to purchase signature confirmation to be protected under the eBay Money Back Guarantee. If the item was purchased on a different eBay site, see the [signature confirmation thresholds table](#) below for guidance on when

to purchase signature confirmation.

About signature confirmation

Signature confirmation is an additional service that you can purchase when you ship your items. In certain circumstances, we require that you add signature confirmation in order to receive protections on eBay.

Requirements for sellers when shipping orders

In order to be protected if a buyer reports that they didn't receive an item or opens a payment dispute, signature confirmation is required when the order total is equal to or greater than the signature confirmation threshold for the site/currency of checkout. If you are shipping an order internationally, check the [signature confirmation thresholds table](#) below to see if signature confirmation is required for the shipment. Learn

more about our [signature confirmation thresholds table](https://www.ebay.com/help/policies/selling-policies/international-selling-policy?id=4689)

International selling policy. Tip! If you use [signature confirmation](#)

<https://www.ebay.com/help/shipping-items/ebay-international-shipping-program/selling/setting-shipping-options?id=5348>>eBay International Shipping to ship the order, then signature confirmation is not required, even if the order amount is above the threshold. The order total is the total amount the buyer paid for the item(s), including shipping and tax. To find the order total:Go to the Orders tab in Seller Hub - opens in new window or tab and select the order number to view the order details; orIf you are using eBay shipping labels, the order total will be displayed when you print your shipping label from My eBay Sold - opens in new window or tab or Seller Hub - opens in new window or tab

Evidence of signature confirmation may be required when the order amount is equal to or greater than the signature confirmation threshold in order to be successful during a payment dispute, and to avoid additional dispute handling fees. Learn more about handling payment disputes.

Requirements for returns

When the buyer is responsible for the cost of shipping for a returned item, signature confirmation is required in order to be protected in case the item doesn't make it back to the seller. If the total cost of the returned item is equal to or greater than the signature confirmation threshold for the site where the original purchase was completed, then you are required to add signature confirmation when you ship the return. The total cost of the item is the selling price of the item, including tax.

Signature confirmation thresholds

Site	Threshold
eBay.com.au	\$750
eBay.co.uk	£450
eBay.at	€550
eBay.be	€550
eBay.nl	€550
eBay.de	€550
eBay.fr	€550
eBay.ie	€550
eBay.it	€550
eBay.nl	€550
eBay.pl	€550
eBay.ch	CHF

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