

International shipping - customs, duties, Value Added Taxes (VAT)

<h2>GUIDE.SUMMARY What We have several programs that utilize international shipping eBay International Shipping - GUIDE1780 USPS international shipping services available through our eBay shipping labels platform International freight forwarding standard - This applies to buyers in China and Mexico eBay international standard delivery (formerly known as "eBay Send") Customs forms are required when shipping internationally Additionally, international shipments may require buyers pay customs fees, duties, taxes, or applicable customs brokerage fees separate from the merchandise cost Buyers typically pay these fees upon receipt of the shipment Internal Information Members may also refer to customs by the terms: Fees Duty Charge Import charges Tax Taxes Value Added Tax (VAT) Brokerage Who It's the buyer's responsibility to pay any customs or duty fees associated with international shipping It's the seller's responsibility to provide accurate, true information on customs forms How Shipping internationally requires: The seller to complete a customs declaration form International shipments may require buyers pay customs fees, duties, taxes, or applicable customs brokerage fees This article covers: Best practices in international shipping. The customs process. Fees and taxes. Avoiding fraud situations when shipping internationally. </p><h2><h2>GUIDE.RELATED_LINKS Related member-facing pages Shipping internationally
 <a href="https://www.ebay.com/help/buying/postage-delivery/changing-delivery-address-method/intern

ational-purchases-postage-buy?id=4057">https://www.ebay.com/help/buying/postage-delivery/changing-delivery-address-method/international-purchases-postage-buy?id=4057

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 VAT obligations in the EU
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Shipping overview

Ship to exclusions list and shipping rate tables International shipping

eBay International Shipping program overview

Global shipping - Post -Transaction (After item payment)

Job Aid -

Researching GSP Info - Unify-AD Shipping labels

</h2></h2>GUIDE.TALKING_POINTS
name="GeneralQuestions">General questions What are the different systems / programs for international shipping? Listing specifications Seller provides the details and fees Shipment goes to the carrier and moves onto internationally as normal (no other 3rd party involved) Buyer may need to pay custom fees on arrival of the item Buyer selected IFF - International Freight Forwarding Offered only to buyers in Mexico and China Listings that meet the qualifications will show the options to the buyer to use this add-on Buyer driven program and buyer pays for the add-on service Seller is only

responsible for domestic shipping and eMBG covers only the domestic portion
The vendor is responsible internationally. If there are issues after the domestic portion, the buyer works with the vendor to resolve their concerns
There are two orders that show up in the buyer's purchase history if this option is used (one for the item and the other for the add-on shipping service)
 Basic best practices for sellers To successfully ship your item, we recommend you: Include a disclaimer about customs fees in your listing. While it's not necessary, doing so helps ensure that international buyers are aware of any additional shipping time or cost. Proactively informing your customers makes for better buyer experiences and happier customers. Here are some examples: Customs fees are normally charged by the shipping company or collected when you pick the item. These fees are not additional shipping charges. We won't under-value merchandise or mark the item as a gift on customs forms. Doing that is against U.S. and international laws. Make sure it's legal to ship the item to your buyer's country. Various U.S. agencies have restrictions in place that regulate or ban all trade with certain countries. You can learn more at:
 https://www.ebay.com/help/policies/prohibited-restricted-items/embargoed-goods-prohibited-countries-policy?id=4323 Confirm the shipping method with your buyer. The one you choose can make a big difference in the related fees, including taxes, duties, and brokerage fees. Fill out your customs forms accurately and completely, and provide a signature if required. The price of your item should be the final selling price. Don't include the shipping and handling costs. Before you pack the item, write down where it was made. You'll probably be asked where the item was made, so you'll

need to have that information available.

- Include a packing slip or a printed copy of your listing as proof of the price.
- Provide tracking information to your buyer if you have it.

We recommend that you don't:

- Lie on the customs form to help your buyers avoid certain fees, even if they ask you to.
- Falsifying a customs form is against the law and against eBay policy.
- If a seller chooses to falsify information on the customs form, they lose seller protection for the transaction.

Here's more information on our guidelines:

<https://www.ebay.com/help/policies/prohibited-restricted-items/encouraging-illegal-activity-policy?id=4339>

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Declare an item as a gift. As a general rule, you shouldn't declare your package's content as a gift. While the buyer may ask you to do so, it's against the law to misrepresent an item to avoid custom fees.

How can I see the tracking for my item once it leaves the United States?

USPS offers a service called e-Delcon for some international destinations. If the package is going to an e-Delcon eligible country, the label printed through eBay will automatically apply the e-Delcon tracking number. This feature is available on First Class Mail International Parcels (4lbs max), Priority Mail International Small Flat Rate Boxes (4lbs max) and Flat Rate Envelopes (4lb max). To view a complete list of countries, or get more information on e-Delcon please visit the USPS [website](http://about.usps.com/postal-bulletin/2014/pb22391/html/updt_003.htm)

http://about.usps.com/postal-bulletin/2014/pb22391/html/updt_003.htm

Basic best practice for buyers

- Be prepared to pay customs fees, duties, or taxes for your item.
- Be aware that shipping internationally does require additional shipping time. An estimated delivery date is provided to you in the listing.
- VAT and Authenticity Guarantee

The buyer registration address is now visible in the Fulfillment API for

all AG sellers in all markets. It also appears in the seller invoice / packing slip for UK/DE/EU markets. We have made these changes to address the international nature of the program. Sellers in the UK and DE require the buyer's address to generate a compliant VAT invoice. International freight forwarding (IFF) Buyers in Mexico and China: International Freight Forwarding (IFF) International shipping with IFF grants access to previously unavailable items for purchase and delivery to Mexico and China. For an international shipping flat fee, the seller will send your item to a vendor, who will handle customs issues before sending the item to you. Some listings may qualify for an international freight forwarding add-on service. If available, you will see an International Shipping option in the view item page The fee for the service depends on the buyer's specific location and customs requirements The service is not available for auction and best offer listings eBay Money Back Guarantee only applies until the item leaves the carrier to your home/business (Only the domestic portion is covered, not international) The vendor for Mexico is Estafeta The buyers shipping address must be located in Mexico The listing price of the item is less than or equal to \$50 The carrier (Estafeta) will open and inspect the purchased item upon receipt from the seller You can find the terms and conditions for Estafeta here.

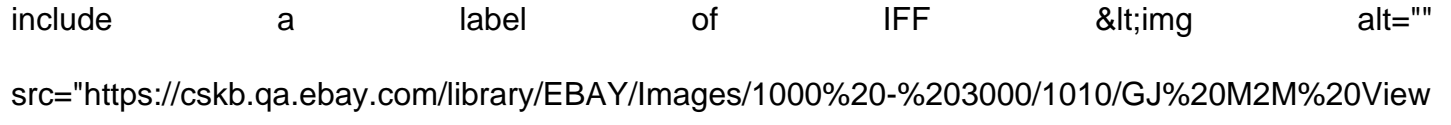
The vendor for China is HDB The buyers shipping address must be located in China The listing price of the item is less than or equal to CNY 2000 The service is not available for used goods The carrier (HDB) will open and inspect the purchased item upon receipt from the seller You can find the terms and conditions for HDB here.

What does a seller need to do differently? Nothing. The seller wont really even need to know this is happening. They are responsible for shipping the item to the domestic hub which will be listed at the buyer's address on

the order for the item. Where does a buyer see the tracking for the domestic and international portions? The buyer can see the domestic tracking on the item order in their purchase history. The international tracking will be listed on the Add-on shipping service order in their purchase history. Note: a buyer can view a PDF of their purchase history on the Order Details page. What about eMBG coverage? Only the domestic shipping is covered under eMBG. The seller is responsible for getting the item to the hub. Once the item moves onto the international portion, the buyer can work directly with the vendor. The vendor is listed as the seller of the add-on shipping service order in the buyer's purchase history. How can I (teammate) identify IFF orders? M2M

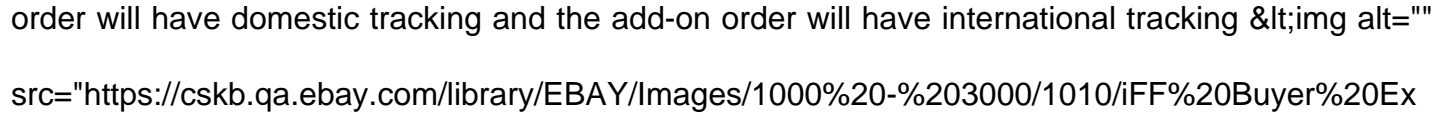
- Internal Information

The shipping panel in GJ will be updated to include a label of IFF



Buy

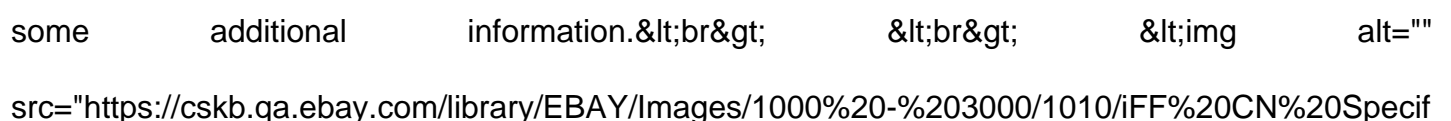
In the buyer's purchase history in My eBay, you will see the item order and the add-on order directly next to each other. The item order will have domestic tracking and the add-on order will have international tracking



Sell

The seller doesn't need to worry about international shipping. Their responsibility is only on the domestic portion and shipping the item to the address provided. The address provided to the seller on the order will be the vendor hub for either Estafeta (for Mexico) or HDB (for China).

- How does a buyer contact Estefeta or HDB? Buyers can inquire about the international shipping by using the M2M messages on the add-on order found in their purchase history in my eBay Are there any differences between MX and CN? The carrier for CN (HDB) will inspect the item and contact you by email or SMS to get your tax ID, name, and Chinese address. To receive the item, you must respond. CN specific callout: There will be an added step in the process. The carrier will contact the buyer to request some additional information.



ic.png"> Automation of IFF claims? Claims can be filed on both the item and the add-on service; however, the add-on service order is listed in a service category so you can escalate (similar to the way warranties work). For the item order, INR will be automated using the domestic tracking on that item. Once the item shows as delivered, the claim will be closed as Seller Wins. For SNAD we will be automating claims by using EDD + a 7-day buffer window. That 7-days gives the vendor a chance to inspect the item and contact the buyer if there are problems. The buyer can then file a claim on the item with the seller. Where are the vendors located and what address will the seller see when they ship items that have used IFF? Warehouse addresses (note that the name is an example of what the order identifier will be - sellers might have questions about this because it isn't a name like they would usually see) China - HDB
 name: HDBHK-ZAXSVLKW
 address 1: 14991 NE Airport Way
 Address 2: HDBHK
 city: Portland
 state Or Province: OR
 zip code: 97251-9611
 phone:971-407-3257 <hr> Mexico - Estafeta
 name: Estafeta-ZAXSVLKW
 Street line 1: 5802 Bob Bullock Loop 20 Suite C1 Pry2
 Street line 2: Estafeta
 City: Laredo
 State: Texas
 Postcode: 78041
 Phone#(018003782338) eBay international standard delivery What is eBay international standard delivery? A service providing effective and efficient international shipping through eBay: eBay international standard delivery is a Delivered Duties Unpaid (DDU) shipping solution Buyers won't pay duties and tax at checkout on eBay. They may have to pay the carrier for duties and tax on delivery Shipments go through a domestic consolidation center This service supports over 220 countries (more than USPS) Costs less than the following international services: USPS First Class Package International Service®, Priority Mail International® and FedEx international Other benefits to this service include: Simplified pricing and cost savings compared to USPS Faster end-to-end transit times USPS drop-off

convenience The full program details are described in this page: https://pages.ebay.com/seller-center/shipping/ebay-international-standard-delivery.html How does it work? Using this service is optional for sellers. They can offer eBay international standard delivery shipping when the item sells. It will be available as a shipping option in the labels flow on the site. They can print a shipping label on eBay The seller can drop the item off at any USPS drop off location They can also arrange a regular USPS package pickup USPS transports the item(s) to eBay's trusted consolidation center partners in the US (Easyship) The packages are screened, consolidated and forwarded to the international buyer destination country for delivery Tracking is automatically uploaded by eBay and tracked to the final destination How do I track my package? Tracking will automatically be uploaded on eBay and tracked to the final destination. Outside of eBay.com packages can be tracked using the links below: trackmyshipment.co parcelsapp.com webtrack.dhlglobalmail.com What happens if an item is lost? Who is responsible? Each eBay international standard delivery shipment includes a \$100.00 shipping protection plan to help in case of lost or damaged items. Sellers should refund their customer directly and then file a PIP claim for reimbursement. Claims can be filed via the following link: https://www.pip-claim.com/PIPClaim/eBayIntClaim/CreateeBayClaim If you believe your package was lost in shipping, you must wait 30 days to file a claim. Claims need to be filed with PIP within 90 days of when the seller creates their shipping label. If an item is

valued at over \$100, additional shipping insurance can be purchased via third party shipping providers such as as: [U-Pic](https://u-pic.com/) or [InsurePost](https://www.insurepost.com/); Why was I charged more for shipping than what I was originally quoted? On the eBay Labels page, you can enter the package weight and dimensions to see a shipping quote. The actual shipping charge will be based on the weight and dimensions of the package as measured by our consolidation center. If the weight and dimensions are over what was stated, the cost difference is added to the seller's invoice. Package billable weight is rounded up to the next greatest weight break (for example .06 lbs would be billed at the 1lb rate). The shipping rate card can be found via the following link: <https://pages.ebay.com/seller-center/shipping/ebay-international-standard.html>; Why was my item returned? What do I do now? Packages may be returned for a variety of reasons, including but not limited to: Overweight limit; Oversize limit; Dangerous goods; Prohibited by import/export restrictions; Over the maximum declared value; Service suspended to a destination country; When an item is returned, both the buyer and the seller should receive an email in their My eBay messages titled Important: eBay international standard delivery returned order(s) that includes the reason for the return, as well as the return tracking number. Buyer and seller should refer to that email for information and next steps. The seller should refund their buyer upon receiving the return. Sellers are not charged for an EISD label when a package is returned from the consolidation center. I purchased an item via EISD, why am I being asked to pay additional import fees? eBay International Standard Delivery Is a Delivered Duties Unpaid (DDU) shipping solution. Buyers won't pay duties and tax at checkout on eBay, however they may have to pay the carrier or customs for duties and tax upon delivery. In some

situations, buyers may receive an email notification from a third party (Secure Import) requesting the payment of customs duties. Buyers should respond to the Secure Import email and complete payment via the secure link in the email. How do I fill out the required customs paperwork? After you purchase the label, eBay will ask you to verify the customs form electronically before you print it eBay will send this information over to Easyship who will then pass it along to the carrier Sellers are not required to print and fill out a separate customs form What do I need to do to start using eBay international standard delivery? All US based sellers will be able to offer this service in the international shipping options section of the labels flow once the item sells. It will be available for both flat and calculated shipping listings. Navigate to eBay Labels from My eBay or Seller Hub Enter exact weight and dimensions Select eBay International Standard Delivery from the list of eligible services Receive a quote for the service Print your label Drop off your package at a USPS drop off point or Schedule a USPS package pickup Note: If you are listing US-based inventory on an international eBay site (www.ebay.co.uk or www.ebay.de) You can still use eBay international standard delivery by selecting a generic international standard shipping option in your listing After the item sells, you can print an eBay international standard delivery label from your sold items on the www.ebay.com site When I print an eBay international standard delivery label, will the address on the label match the buyers address? eBay international standard delivery will use USPSs domestic service to transport items to eBays trusted consolidation center partners Your printed label is addressed to our consolidation center partners These consolidation centers will forward packages to international buyers around the world You and your buyers can track the entire delivery via eBay.com How to identify if an item was shipped with eBay international standard delivery? These shipments begin with the letters:

ESUS followed by 8 numerical values. These tracking numbers begin with the letters: ESUS followed by 8 numerical values. Please note eISD is different from eBay Standard Envelope which also has domestic tracking numbers beginning with ESUS. If you have questions regarding eBay standard envelope, see CSKB<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1007> Guide1007 for more information. Internal Information For M2M teammates, GJ will display a flag to indicate that an item was shipped with eBay international standard delivery. Please see <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520> Guide1520 section 10.9 for eBay international standard delivery use cases. What can I ship through eBay international standard delivery? You must continue to adhere to USPS and Department of Transportation (DOT) standards in order to be eligible to ship using eBay international delivery standard <https://www.ebay.com/help/policies/prohibited-restricted-items/hazardous-restricted-regulated-materials-policy?id=4335> hazardous, restricted or regulated materials policy. There are additional resources available in the <https://pages.ebay.com/sell/send/termsofservice.html> eBay international standard Terms and Conditions related to shipping dangerous goods and hazardous materials. If I print an eBay international standard delivery label, when and how will I be charged? eBay international standard delivery charges will appear on your eBay invoice. On eBay labels pages, you will see a quote for the shipping service based on weight and dimensions input. Actual charges will be based on the weight and dimensions of the shipment. This is measured by our trusted consolidation center partners. Labels are charged on use. Once it reaches the carrier, they ensure the correct amount is

charged for the label based on the package weight and dimensions This cost is then passed on to you via your monthly invoice, similar to FedEx labels Why cant I void the label? or I selected this label by accident. How do I remove it? There is no void option available for eBay international standard delivery If you print the label but do not use it you will not be charged If you dont want to use this label option, simply destroy the label so it isnt used This will ensure you dont get charged for it How much will eBay international standard delivery cost? Can I see the rate card by country? On eBay Labels pages, you will see a quote for the shipping service based on weight and dimensions input, at the time of printing a label. Actual charges will be based on the weight and dimensions of the shipment as measured by our trusted warehouse partners See the full rate card in this [page](https://pages.ebay.com/seller-center/shipping/ebay-send.html) https://pages.ebay.com/seller-center/shipping/ebay-send.html Can I insure eBay international standard delivery shipments? Orders shipped with eBay international standard delivery automatically have \$100.00 of shipping protection plan included to help in case of lost or damaged packages You can also purchase parcel insurance in addition via third party parcel insurance providers such as: U-Pic InsurePost

Am I protected against issues caused by Easyship for eBay international standard delivery (e.g. lost, damage, delays)? eBays seller performance standards apply the same as they do for a typical international order This means the seller is still responsible for getting the order to the buyer in good shape Each eBay international standard delivery shipment includes a \$100.00 shipping protection plan to help in case of lost or damaged items InsurePost

<https://www.pip-claim.com/PIPClaim/eBayIntClaim/CreateeBayClaim>>Click here

to file a shipping guarantee claim

Can I track my shipments outside of eBay.com? trackmyshipment.co, parcelsapp.com and webtrack.dhlglobalmail.com

can be used to track shipments

Do I have to add eBay international standard delivery to my listings in order to use it? As long as the country is supported by the program, you can print an eBay international standard delivery label.

We recommend you add it as an international shipping option within your listing

This helps keep the shipping cost shown to buyers accurate

Your listing also has more accurate estimated delivery dates

I don't print shipping labels on eBay. Can I still ship international orders using eBay international standard delivery?

Shipping labels for eBay international standard delivery are only available for purchase through eBay.

You will need to use the print shipping label option through eBay in order to use the feature.

If you send an item to the consolidation center using a label purchased outside of eBay, there is a risk that the package will be disposed of. This is not advised

Who can I contact if there is a problem with an eBay international standard delivery shipment?

Contact us and we will reach out to our partners and investigate the issue with the shipment.

Can I consolidate multiple eBay international standard delivery shipments into a single shipment to the domestic consolidation center?

Each order purchased with eBay international standard delivery needs to be packaged and sent separately

Multiple items purchased by the same buyer as an order may be shipped together

Combined orders sent to the domestic consolidation center could create the following problems:

They will not accept any items not recognized as part of the order

This could result in not shipping the items to the buyer(s)

 Will I be charged a final value fee on shipping cost if I list my item with eBay international standard delivery and use calculated shipping? A final value fee will be assessed on the final price paid by the buyer This includes the shipping cost like a typical international order on eBay What limits are applied to eBay international standard delivery shipments? The item must be physically located in the US Max total order value: \$1,000 China DHL eCommerce Parcel Priority: 154 USD SF Express: 123 USD Asendia - Fully Tracked: 400 USD Weight limit: 44 lbs Canada: 66 lbs Maximum length and width is 84" I looked at my invoice and see I'm being charged more than what I was expecting to ship my package. Why am I being charged more? DHL confirms that the weight and dimensions of each order match what's in shipping label details. The actual weight and dimensions were over what was originally disclosed. If its within the shipping limits, DHL will ship the item forward: It is important to be as accurate as possible when entering the weight and dimensions of your items This ensures you are receiving the most accurate label cost You should see the difference applied on your next bill See the full rate card in this page: </a href="https://pages.ebay.com/seller-center/shipping/ebay-send.html">https://pages.ebay.com/seller-center/shipping/ebay-send.html The package I shipped with eBay international standard delivery was returned to me. Why did this happen? The seller should have received an email titled Important: eBay international standard delivery returned order(s); this email contains more information regarding the return and provides next steps for the seller If the seller did not receive an email, please review the following information with the member Packages may be returned to you for a variety of reasons, including but not limited to: Overweight limit

Oversize limit Dangerous goods Prohibited by import/export restrictions Over the maximum declared value Service suspended to a destination country etc.
 If the package exceeds the maximum limit amount for the program, the item will be returned. It is important to be as accurate as possible when entering the value, weight and dimensions of your items to ensure items are within limit While you will not be charged the cost of the original eISD label, you may be charged for the cost of the return shipping label. You are responsible for refunding the buyer for the cost of the item. If you have additional questions regarding the reason the item was returned, please contact <a

 My buyer wants to return the item. Cant they just refuse the package and send it back to me? No, your buyer should not refuse the package as it will be sent back to Easy Ship and not your return address. You are responsible for return shipping if the buyer is claiming the item is not as described or you offer free returns You can select a carrier of your choice on the return It does not need to be DHL
 I accidentally shipped the wrong item to the consolidation center. Is there any way to intercept the parcel and return it back to me? There is no way for us to intercept the parcel for you You may be able to contact USPS to redirect the package prior to it reaching the consolidation center Once it reaches the consolidation center, it will be forwarded to the buyer You should contact your buyer and try to resolve the issue Tracking hasnt updated at the Easy Ship consolidation center for quite some time. What do I tell the seller/buyer? Im sorry to see the package hasnt moved since it arrived at the consolidation center. I am putting in a request to have a specialist get in contact with Easyship to investigate what is happening with the package. You can expect an email from us once we hear back. Internal Information Teammate needs to submit to

transfer as an offline SR to eBay International so they investigate reason for delay. If it has been 72 hours since the acceptance scan at the consolidation center. SR classification L1: Specialty L2: eISD SR Transfer Note: Item Number- Buyer User ID- Seller User ID- Tracking Number- Reason for contact: Tracking indicates item has been at the consolidation center for more than 72 hours and there is no update on-
<https://parcelsapp.com/en>; Buyer filed a claim with PayPal and Seller is contacting us saying PayPal cant accept the tracking information (for transactions where eBay hasn't managed the payment)

- Advise the seller to respond to the PayPal claim:
 - Saying the item was shipped using a new delivery option with eBay
 - The new delivery option does not show up on the standard shipping sites
 - Provide PayPal with the ESUS tracking number
 - Also provide the link to where PayPal needs to go to track the shipment <https://www.trackmyshipment.co/>

<https://parcelsapp.com/en> <https://parcelsapp.com/en>

- Buyer/Seller contacted us saying they received an email from eBay stating their address was invalid and they are wanting to update it. Internal Information
 - In these use cases, teammates will need to transfer as an offline SR to eBay International and provide the new address for the eISD SWAT team
 - SR classification L1: Specialty L2: eISD
 - SR Transfer Note: Item Number- Buyer User ID- Seller User ID- Tracking Number- Reason for contact: The member has received an email from eISD SWAT requesting an updated address and they have provided a response.
 - An eISD specialist will forward the new address to our shipping partner so the carrier can be updated appropriately
- Buyer/Seller contacted us saying the buyer received an email from Secure Import asking to pay

import fees. Is it safe for the buyer to respond to the email? [EISD](#) is a Delivered Duties Unpaid (DDU) shipping service. Buyers may be asked to pay additional customs duties upon delivery. Secure Import is a valid third party that is working with the International carrier to collect customs duties from the buyer.

The buyer will need to follow the instructions in the email, in order to ensure the package is able to be delivered.

Duties / Customs How are duty / customs fees determined?

The U.S. Customs and Border Protection agency is in charge of determining the tax and duty fees on imported items. They base it on a number of factors, including:

- An item's price in U.S. dollars, its country of origin, and the product type.
- The information on the custom form, the invoice, or other documents.
- Whether you're receiving personal mail, or you have a business that imports commercial items by mail.
- The nature of the item (a restricted product, for example).

What customs documents are required for international shipping?

You'll need to fill out a Customs Declaration form.

Do you use eBay shipping labels? If so, you'll automatically get a customs form as part of the label printing process.

You can download and print a copy of a Customs Declaration form from the USPS website: <https://cns.usps.com/go/ShippingInformationAction!input.action>

You can pick up a Customs Declaration form from your local post office.

If you'd like, you can learn more about the various documents for international shipping at: <http://export.gov/mrktresearch/index.asp>

<http://export.gov/mrktresearch/index.asp>

How can you list more than 5 items on a customs form when using the customs form from the eBay label printing process?

To list more than 5 items on your customs form, click the Add Another Item link and download the separate form.

border="1"

height="61"

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1010/talkingPointsAddMoreThanFive.png" width="650">

As the buyer, when do you pay the applicable fees?

The process is different for each country, but usually you'll pay after your package has arrived at your countrys local customs office.

How do you pay custom fees?

Once your customs officials have the chance to evaluate the package, if there are any fees they will contact you. They'll let you know how to pay for the package to be released to you by pick up or delivery. Note: Your country may be different. You may want to

contact customs in your country to learn more.

What happens if I state a package is a gift on the customs form, but it isn't really a gift? You should always give accurate information when you fill out the customs form. Any false details would be

considered fraud. Remember: Falsifying information on a customs form is against the law and against eBay policy.

If a seller provides false information on the customs form, they lose eBay's seller protection for the transaction.

If you'd like, you can find out more about our policy here:
 <a

href="http://pages.ebay.com/help/policies/encouraging-illegal-activity.html"

target="_blank">http://pages.ebay.com/help/policies/encouraging-illegal-activity.html

What if the buyer asks me to lie on the customs form? Never lie on the customs form, even if the buyer asks you to.

Falsifying information on a customs form is against the law and against our policy.

To protect yourself against these sorts of things, your listing should be clear about who is responsible for paying taxes, duties, brokerage fees, and other charges.

If a seller provides false information on the customs form, they will lose eBay's seller protection for the transaction.

You can find out more about our policy at:
 <a

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target="_blank">http://pages.ebay.com/help/policies/encouraging-illegal-activity.html

li> </h2><h3>Brokerage fees</h3> What's a brokerage fee?

 A brokerage fee (sometimes called customs clearance fee or processing fee) is a

service charge for what's involved in bringing an item from one country to another. It covers things

like figuring out an item's value, its category, and any applicable taxes. It's usually

charged for items that cost more than \$200 because those items are taxed.

Whoever does the legwork of getting your item through customs charges the brokerage fee.

So it could be your customs broker, the shipping company (FedEx or UPS, for example), or the U.S.

Customs and Border Protection agency. If your package was sent through the post

office, you'll need to pay a small fee. For items sent through FedEx, UPS, or a similar service, the

fee could cost up to \$50. What if the buyer refuses to pay the brokerage fee?

 The fee will be charged to you if your buyer refuses to pay for it. It's worth asking

the shipping company you used if there's another way to resolve the issue. In

general, your buyers are responsible for paying the brokerage fee. It's a service charge from

shipping services like UPS and FedEx for clearing a package through customs. I

also recommend contacting your buyer and explaining the situation. When you

offer to ship your items internationally, it's always a good idea to tell buyers that they may have to

pay taxes or duties and a brokerage fee (if you use UPS, FedEx, or another service). Be sure to

include those details in your listing. What's a customs broker?

Customs brokers are licensed agents who work on the buyer's behalf. They can clear

shipments of imported goods, prepare documents for export shipments, collect taxes or duties, and

deal with situations at customs inspections. A broker also acts as the middleman

between the buyer and the government, helping to make sure that people are following

regulations. <h3>VAT</h3>

What is VAT? Value Added Tax (VAT) is a tax required by European law,

which applies to eBay fees for anyone who resides, has a permanent address, or is established in

the European Union (EU). VAT applies to sellers who are based in EU countries, as well as non-EU sellers who have forward deployed inventory (warehouse, etc.) in EU countries. Non-EU sellers who ship from their own country are not subject to VAT, even if they list items on EU eBay sites. On UK fee pages, the fees listed include VAT. Invoices for seller fees will usually separate out any applicable VAT. Business sellers in EU countries may qualify for an exemption from VAT on eBay fees. Note: You are responsible for complying with all applicable tax laws. Please contact a tax professional if you have questions about taxes. eBay can't provide tax advice. If the member has further questions regarding VAT, teammates should direct them to customer service for their home site. Can I be exempted from VAT? To qualify for an exemption, members must: Have received a VAT ID Number from their tax authorities. Agree and acknowledge that they are eligible for an exemption under applicable laws. Operate a business and use their eBay account only for that business. To set up an exemption: You should first complete EU Business Registration on eBay Then register your VAT ID Number with eBay If the member has further questions regarding VAT, teammates should direct the member to customer service for their home site. Can I get a VAT refund? Generally, you can reclaim VAT that you pay when you buy goods or services for your business; if you've purchased goods for non-business purposes, you can't reclaim VAT When claiming a VAT refund, you may be asked for Proof of Import (POI) documentation If the member has further questions regarding VAT, teammates should direct the member to customer service for their home site. </h3></a name="talkingpointsupsnri">UPS Non-Resident Importer (NRI) account</h3> What's a Non-Resident Importer (NRI) account? UPS offers U.S. sellers a Non-Resident Importer (NRI) account. The U.S. seller can then bill the customer up-front for duties and taxes, as well as shipping and handling For more information about setting up

your NRI account, call 1-800-PICK-UPS<a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1010&ViewLocale=

en_US#" title="Call: 1-800-PICK-UPS"><img alt=""

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sXeZ6fEHtl+31nAOA4rkUulz/l5XL63dQGgHEAN8Ph8AYA/BsAt4ube4GblQIAAAAASUVORK5CYII

=" title="Call: 1-800-PICK-UPS"> (1 800 7425 877) Note: This

shipping information is provided to you for general information purposes, and may not be applicable

or accurate for shipments processed with some carriers or for goods shipped across certain

international borders. Please check with your carrier for any special rules that govern your shipment

of goods. For international shipments, please also check with countries whose borders your

shipment may cross for any additional rules, regulations, duties, or taxes that apply. What are the

advantages of an NRI account? The advantages of an NRI account could include:

 No cash on delivery (C.O.D.) or power of attorney (POA) to worry the

buyer. Quicker shipment of goods, as UPS doesn't have to wait for the release

from customs. Delivered as pre-paid.

 Norway VAT Is eBay going to make us pay final value fees on the tax element of the transaction the same as they are now with the implementation of US and Aus 'GST' taxes?
 Yes, final value fees apply on the total amount of the sale, including shipping and any taxes paid by the buyer. If you sell items to buyers in Norway from outside the country, be aware that this change will now add 25% to your item selling price at checkout Normal selling fees will apply as per item price Does this change apply to all sellers, being those that are VAT registered and also those that are not VAT registered or maybe even also private sellers too? This change will apply to all imports, irrespective of a seller type or VAT status Does this apply to all goods or only goods that would normally attract VAT in either the UK, the EU or Norway (since Norway is not in the EU)? The VOE scheme applies to all goods with a value below 3,000 NOK except foodstuffs, restricted goods, exempt goods and goods subject to excise duties in Norway Detailed information can be found in the guidance available on the website of the Norwegian Tax Administration Where the VOE scheme does not apply, goods will be charged with these duties and VAT when crossing the Norwegian border For any other questions on this, we recommend seeing professional advice from a tax consultant Does this tax apply to shipping charges as well as goods or only to goods, since the VAT rules are clearly different in regards to this in some jurisdictions With regard to the shipping charges we need to distinguish between the application of the threshold for low value goods for imports to Norway and the calculation of Norwegian VAT For the 3,000 NOK threshold only the item price exclusive of any shipping, insurance or tax is being considered However Norwegian VAT is calculated on the item price including any associated costs like shipping or insurance

 Is there a mechanism in place for VAT registered or the Norwegian equivalent of VAT registered company buyers to use the business buyers mechanism as per the EU-wide invoicing rules (Articles 217-240 VAT Directive) or Directive 2006/112/EC? For all low value goods sold via eBay and imported to Norway which are in scope of VOEC, eBay will collect and remit Norwegian VAT regardless of the VAT status of the seller and the buyer This means that for those sales there is no mechanism like reverse charge applicable For sales outside of eBay, eBay is not in a position to advise on specific tax related questions, but we can recommend reaching out to your tax consultant for more details Why is this number appearing in my address? From the 1st of April 2020, buyers are charged Norwegian VAT for low value goods sold via eBay and imported into Norway eBay's VOEC number needs to be included on the shipping label for all shipments where eBay collected Norwegian VAT eBay's VOEC number is 2024926 From the 1st of January 2024, the VOEC number must also be shared electronically with the Norwegian customs authorities in advance of the goods arriving into Norway. If the number is only printed on the label, it may not be recognised and the buyer will need to pay VAT again on delivery. Make sure to always provide the VOEC number to the carrier and remind them to share it electronically with the Norwegian customs office. Detailed guidance on VOEC is available for download from the Norwegian Tax Administration's website Will the Tax I paid be refunded if I win a claim for an "item not received" or if I request to cancel the transaction? If your order was canceled, please check your payment method (e.g. PayPal, Credit card) You should be able to see the full refund of item price + additional costs + tax after up to 10 days though we would recommend reaching out to your payment source for a more accurate estimate The buyer asked me to cancel the transaction because they were not expecting to pay the VAT. How can I proceed with the refund?

Proceed to cancel the transaction following the eBay flow Once you refund the buyer, they will receive also the refund for their tax payment I sold an item to a buyer in Norway which won't be delivered until after January 1st. Will the parcel be stopped at the border and will my buyer have to pay the VAT then? If the buyer is charged VAT a second time, they should contact eBay to ask for a VAT refund, providing proof of the double payment For items not subject to the former low value threshold, VAT will be collected at the border as before I'm sending this item to a friend in Norway as a present but I'm purchasing it from another country. I don't understand why I do still need to pay the VAT? VAT has to be paid on all low value goods (item price below 3000 NOK) that are imported into Norway and are subject to VAT under the VOEC law, regardless if they are a present It's unfair for eBay to charge the VAT during the transactions as this is affecting my sales to Norway eBay is legally obliged to collect VAT on all low value goods (item price below 3000 NOK) that are imported into Norway and are subject to VAT under the VOEC law and remits it to Norwegian Tax Authority Please see details on the Norwegian Tax Authority site If we're planning to treat all as private consumers (no exception for business buyers), what talking points should we provide for business buyers? Will business buyers be able to become exempt through talking to their local Tax Authority? In line with the official guidance from the Norwegian Tax Authority, eBay is collecting VAT on all low value goods (item price below 3000 NOK) that are imported into Norway and sold to consumers. There is currently no option to get an exemption at checkout for imports of low value goods purchased via eBay. If a Business buyer contacts us to ask for an exemption, they should be asked to provide their VAT ID. This number will have 8 or 9 digits starting with 9. The VAT ID can be validated at www.brreg.no If the VAT ID

is valid, the business buyer can be refunded

- Do I have to pay VAT on all my purchases at eBay?
- eBay does not charge VAT on exempt, restricted and 0 rated goods
- Examples for exempt goods are books, stamps, coins and bank notes which are sold as collectible items
- eBay also does not collect VAT on food or similar products, but these may still be taxed on arrival in Norway by the Norwegian Customs authorities
- Details can be found through the <https://www.skatteetaten.no/en/business-and-organisation/vat-and-duties/vat/foreign/e-commerce-voec/low-value/about/> Norwegian Tax Authority

I purchased an item and paid VAT at checkout. When the package arrived, I was charged VAT again by customs / the shipping supplier. Can I get a refund?

Provide the item number and proof of payment of the import VAT (for example payment receipt from customs)

We will then review the case and refund the overpaid VAT

eBay will only refund the eBay VAT amount paid at checkout, not additional customs charges

I purchased an exempt item and was charged VAT at checkout. Can I get a refund?

Provide the item number so we can review the case and refund the overpaid VAT

There is a 14 day timeline for VAT refunds

I have canceled my order and still haven't been refunded the VAT

Provide the item number so we can review the case and refund the overpaid VAT

There is a 14 day timeline for VAT refunds

Teamates to escalate this case to the SWAT team

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

The seller wants to opt-out of IFF Internal Information Use this [link](https://connect.ebay.com/srv/survey/5d8cea74eb606ad40b0ac31c) to submit an opt-out request

Estafeta or HDB have contacted us because they received a package but don't have any order details (buyer info or where to ship it to)

Internal Information Use this [link](https://connect.ebay.com/srv/survey/5d8cea74eb606ad40b0ac31c) to submit a request for the order to be investigated

How do I file a claim on a shipment that was lost or

damaged via eBay international standard delivery? To file a claim, please fill out the following form:

https://www.pip-claim.com/PIPClaim/eBayIntClaim/CreateeBayClaim Tell us what happened to your package.: Was your item damaged? Was your package lost? If you believe your package was lost in shipping, you must wait 30 days to file a claim Enter the claim information: Enter in your PayPal email address Make sure your PayPal address is correct Your first & last name The buyers first & last name Package tracking number eBay item number Screenshot of eBay Order Details Screenshot of buyers complaint message or dispute details regarding the lost or damaged item Once the form has been completed click File the claim. Note: Claims must be filed no later than 90 days from the date the shipping label was created You can reduce the amount of the claim if your shipment was only partially lost or damaged You cannot increase the claim amount to more than the item originally sold for Who can I contact regarding the status of a claim I filed? Please contact PIP (Parcel Insurance Plan) at: 1-800-325-7390 claims@pipinsure.com Use the Chat button on their website: www.pipinsure.com </h2>