

Escrow

<h2>GUIDE.SUMMARY What Escrow.com is a third-party payment provider. Escrow.com can be used to pay for a vehicle that ships within the US if the seller provides the option at checkout. How Buyers and sellers create accounts on Escrow.com. The buyer funds an account managed by Escrow.com via wire transfer. Escrow.com holds the funds as an intermediary. The funds are released to the seller when the item is received by the buyer in the condition described in the listing. This article includes In Talking Points Teammate questions Buyer questions Seller questions Cancellation questions In Eligibility Eligibility for eBay protections </h2><h2>GUIDE.TALKING_POINTS Teammate questions Buyer questions Seller questions Cancellation questions

en_US#tp_sellerq">Seller questions

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1743&ViewLocale=

en_US#tp_cancelq">Cancellation questions

name="tp_generalq"> Teammate questions What is an escrow?

What does 'in escrow' mean? An escrow is a financial arrangement

where a third party holds and regulates payment of the funds required for two parties involved in a

given transaction.It helps make transactions more secure by keeping the payment

in a secure escrow account.The payment is only released when all of

the terms of an agreement are met as overseen by the escrow company. What is

Escrow.com? Escrow.com is a third-party payment provider and was the first

company to make escrow services available online.The company is highly

regarded as a safe, reliable and trustworthy escrow services for buyers and sellers.

Buyer funds are held 'in escrow' during the transaction until the item is

delivered.Payment is only moved out of escrow when both parties are satisfied

that the transaction has been carried out correctly. How does Escrow.com work

on eBay? Buyers and sellers must create accounts on Escrow.com in order to

send and receive payments for items sold in certain categories (currently motors only).

The buyer funds an account managed by Escrow.com via wire transfer. Escrow.com

holds the funds as an intermediary and the funds are released to the seller when the item is

'accepted' by the buyer on Escrow.com or when the 7 day inspection period passes and the

buyer takes no action. How does Escrow.com work with eBay Motors?

An Escrow.com transaction is initiated when Buyer and Seller have agreed to the terms of

vehicle purchase on an eBay Motors listing where Escrow.com has been enabled as a payment

option. Buyer will be redirected to Escrow.com during check out to complete the process.

The Buyer creates an account on Escrow.com, verifies their identity and deposits the

vehicle payment funds to Escrow.com via credit card or PayPal if the purchase price is less than

\$5,000 and wire transfer if the purchase price is greater than \$5,000. Click [here](https://www.escrow.com/support/payment-options) to learn more about Escrow payment options.

The Seller is notified via email that the Buyer has started the transaction and creates an Escrow.com account if they don't already have one.

Once the Buyer's funds are secured, the Seller is notified by Escrow.com to ship the vehicle to the Buyer.

Once the Buyer receives the vehicle, they will have a period of two business days to inspect and either accept or reject the vehicle. For more information about Escrow.com Inspection Period click [here](https://www.escrow.com/support/faqs/what-is-an-inspection-period%2C-when-does-it-start%2C-and-how-long-does-it-last).

Once the vehicle has been accepted by the Buyer, the funds are released to the Seller's bank account. If the Buyer rejects the vehicle, it is the Buyer's responsibility to cover the cost of shipping the vehicle back to the Seller.

Why is eBay partnering with Escrow.com?

eBay selected Escrow.com to provide buyers and sellers with a secure, intermediated payment experience, leveraging Escrow.com's expertise.

Escrow.com explains more about its services and the benefits of paying with escrow [here](https://www.escrow.com/what-is-escrow/what-does-in-escrow-mean).

What items can Escrow.com be used to pay for?

The payment type on the item listing or in checkout will indicate if payment via Escrow.com is available.

eBay Motors allows Escrow payments.

How can you tell a transaction went through Escrow.com?

Escrow will be marked as the payment type on the VOD page.

For items that require payment via Escrow.com, does the eBay Money Back Guarantee apply?

Items paid for via Escrow.com do not qualify for the eBay Money Back Guarantee because Escrow.com is an offline payment method.

However, these items are covered by the Escrow.com protection program.

Is Escrow.com free for both buyer and seller?

The

buyer is responsible for any wire transfer fees charged by their financial institution.

- How does Escrow.com work for eBay members?
- Buyers and sellers on eBay must create accounts on Escrow.com in order to send and receive payments for qualifying items sold on eBay.
- The buyer funds an account managed by Escrow.com via wire transfer.
- Escrow.com holds the funds as an intermediary, and the funds are released to the seller when the item is received by the buyer in the condition described in the listing.
- How long does the escrow process take?
- Most transactions fund within 72 hours, but the actual time taken depends on how quickly the buyer completes the required steps.
- How does Escrow.com protect buyers and sellers?
- The money wired by the buyer is held by Escrow.com until the transaction is complete to both the buyer and sellers satisfaction.
- How do buyers or sellers cancel a transaction?
- As with other items, a buyer can cancel the transaction unilaterally up to an hour after purchasing.
- After the hour has expired, the buyer can still request to cancel the transaction by sending the seller a message, as long as if the seller has not yet shipped the item. The seller may elect to submit a cancellation at that point, but is not required to.
- To request a cancellation, the buyer or seller will need to cancel the transaction on eBay and cancel the payment on Escrow.com.
- If the buyer or seller does not submit a cancellation on Escrow in tandem with the one on eBay, the payment will be 'cancelled' after 20 calendar days on Escrow.com. However, the seller will continue to receive 'Ship your item' communication from Escrow up until that 20th day.
- A seller can cancel a transaction unilaterally any time up to shipping the item.
- When are the funds be released to the seller?
- Funds are released once the buyer accepts the item or after the inspection period closes. The latter is currently 7 days after the buyer receives the item.
- What happens if the buyer/seller fails verification through Escrow.com?
- If a buyer or seller fails verification (which is extremely rare), the

member will be notified by Escrow.com. Their trading partner is not notified.

- How long before the seller can open an Unpaid Item case?

Standard UPI policy applies, which means a seller may open an unpaid item case if a buyer has not paid within 2 days of committing to buy an item.

- How can I identify if a buyer/seller failed verification?

Teamates will not have visibility into the current buyer or seller status.

- The buyer or seller must call Escrow.com to find out their current status.

What happens if a buyer/seller abandons account creation with Escrow.com?

- A buyer without an Escrow.com account will not be able to fund a qualifying purchase. As the seller will not receive notification of funds being forwarded to Escrow.com they will not be obliged to send the item.

- A seller without an Escrow.com account will not be in a position to request or receive funds from a buyer, meaning the transaction cannot progress.

If a buyer changes their email address on eBay will they need to also change it on Escrow.com?

- Yes. eBay and Escrow.com accounts are linked via an email address.

- Consequently, if a buyer changes their email address on eBay, they should also change the email address on the Escrow.com account used to pay for items purchased on eBay and vice-versa.

- How long does the buyer have to inspect and accept the item?

The buyer has a 7 day inspection period to inspect the item and verify that it arrived in the condition described.

- Once the buyer 'accepts' the item on Escrow.com or the 7 days have expired the funds are forwarded to the seller's account and the transaction completes.

Once Escrow.com releases the funds, how long until the funds reach the intended account?

- Escrow initiates a standard ACH to disburse funds immediately. ACH timing is dependent on the banking system.

- Escrow.com provides more information on this

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[href="https://www.escrow.com/support/faqs/how-long-does-it-take-for-sellers-to-be-paid"](https://www.escrow.com/support/faqs/how-long-does-it-take-for-sellers-to-be-paid)>here

/a>. How does eBay handle disputes between buyer and seller when payment is made via Escrow.com? Buyers and sellers can reach out to either eBay or Escrow.com customer service to help resolve disputes. However, we want members to fire return or 'item not received' requests on eBay. Depending on the circumstances of the transaction, either eBay or Escrow.com will arbitrate and provide resolution support. Escrow.com has information on its dispute resolution policyhere. How is EDD calculated for Escrow.com transactions? Escrow does not impact EDD. As per current eBay functionality, EDD is automatically recalculated when the transaction is funded. Are there any features that are incompatible with Payment with Escrow.com? Currently, eBay does not support the following features for escrow-eligible items: Add to cart eBay Coupons, eBay Bucks, gift cards, gift certificates and vouchers Combined shipping Can eBay guest checkout be used for Escrow.com transactions? No. Guest checkout is not available for escrow transactions. Is escrow covered under eMBG? eBays Money Back Guarantee does not apply to items purchased using off-platform payment methods such as Escrow.com. Buyer protections provided by Escrow.com are explained here.

 Buyer questions What do I need to register an account on Escrow.com?
eBay provides links to Escrow.com when you have committed to a purchase. Follow the step-by-step instructions to create an account. You will need to provide your name, address, phone number, the last 4 digits of your Social Security number, a government-issued ID, and banking information (ABA routing

number and account number).

- Escrow.com provides information on opening an account [here](https://www.escrow.com/escrow-account).

When should I create an Escrow.com account?

- eBay will prompt you when you need to create an Escrow.com account.

For buyers, this should be shortly after you have committed to buy an item and selected Escrow.com as the payment method.

- How do I pay for my order using an Escrow.com account?

After you have committed to purchase an item where payment via Escrow.com was selected, eBay will redirect you to Escrow.com's website.

- Escrow.com will provide step-by-step instructions for creating an escrow account. You will need to provide your name, address, phone number, the last 4 digits of your Social Security number, a government-issued ID, and banking information. If you are buying on behalf of a business, you will also need to provide business details.

After you have created an Escrow.com account, you will be sent instructions via email on how to fund your Escrow.com account by wire transfer.

- Can I use other methods to fund the escrow account?

Currently, only bank wire transfer is supported for items paid through Escrow.com.

- The buyer is responsible for any wire transfer fees that may be required from the financial institution.

Can I check the status of my transactions on Escrow.com as well as on eBay (My eBay Order Details)?

- You can check the status of your eBay transactions made through Escrow.com on the My eBay Order Details page or through your Escrow.com account.

- Escrow.com provides details on how to check the status of your transaction

[here](https://www.escrow.com/support/faqs/how-do-i-check-the-status-of-my-transactions)

- Why can I not add more than one item to cart?

It is not possible to checkout multiple items at one time if we are using an offline payment method such as Escrow.com.

- How much does it cost to use Escrow.com?

Currently there are no costs to the buyer to use Escrow.com, but you may have to pay a

wire transfer fee from your bank. How does payment with Escrow.com work for Auctions and Best Offers? Auctions and Best Offers works the same as fixed price items or Buy It Now. If you won an auction or received an offer acceptance for \$10,000 or above, you have committed to pay for the item and will go through checkout. From there, you will be redirected to Escrow.com to create an account or login if an account has already been created. Why do I see multiple payment types and return policies on certain listings? For certain types of listings (e.g., Auction, Best Offer, etc.) the final selling price cannot be determined at the time of listing, so payment via Escrow.com may or may not be available, depending on whether the \$10,000 threshold is met and depending if the buyer selects Escrow when checking out. For these items, if the final selling price is \$10,000 or more and payment via Escrow.com is available, the 7 day return policy applies.During this timethe buyer can accept or reject the item. Conversely, if the final selling price is less than \$10,000, the seller's return policy applies and payment using Escrow.com is unavailable. How do returns work for items where payment is made via Escrow.com? Buyers have 7 days from the delivery of the item to initiate a return. If the buyer is satisfied with the item, they can go to Escrow.com and 'accept'the item to close out the transaction. Buyers can initiate a return through eBay or Escrow.com.CS representatives will guide themthrough the returns process. A return cannot be initiated after a buyer has 'accepted'the item on Escrow.com or after the 7 dayinspection period (which starts onthe date of delivery) haspassed. What happens after the 7 day inspection window has ended? 7 days after the item has been delivered, funds are automatically disbursed to the seller and the transaction is closed. No returns can be initiated after this window has closed. Can I use my existing Escrow.com account for eBay transactions? You can use your existing Escrow.com account for transactions on eBay only if your existing Escrow.com account shares the

same email address registered to your eBay account. When you are prompted to create an account with Escrow.com, you can link your existing Escrow.com account with your eBay account. Note that you may need to complete additional account verification that requires the last 4 digits of your social security number and a government-issued ID. What if I have a problem with my Escrow.com transaction? If there are any issues, please contact Escrow.com's customer support department through phone support, email at support@escrow.com, or chat support at www.Escrow.comEscrow.com's live phone support is available Monday-Friday, 8am to 11pm, Pacific. USA and Canada (Toll Free): 888-511-8600 Other Countries: +1-415-801-2270 For more information about Escrow.com click here Seller questions When do I create an Escrow.com account? eBay and Escrow.com will prompt you when you need to create an Escrow.com account. For sellers, this should be shortly after a buyer has purchased the item. Internal: If a seller calls in about Escrow, encourage them to set up an account on Escrow.com so the next high-value transaction is streamlined and won't require a delay in payment. More information can be found here:https://pages.ebay.com/escrow-how-to/index_app.html How do I know the buyer has paid? You can check the status of your eBay transactions made through Escrow.com inside Seller Hub or through your Escrow.com account. After signing in, you can access your transaction summary page where you can view the progress of all your active Escrow.com transactions. What kind of shipping is required for items paid through Escrow.com? All items requiring payment with Escrow.com must have

insured shipping and tracking. You'll find a full list of carriers approved by Escrow.com
here.

When do I need to ship the item? eBay will notify you to ship the items once the escrow account has been funded by the buyer. After the item is delivered, when can I expect to receive payment? After item delivery, the buyer has a 7 day inspection period to ensure that it arrived in the condition described in the listing. Once the buyer 'accepts' the item on Escrow.com or the 7 day inspection period has expired, Escrow.com disburses funds directly to the seller. 3 to 5 days for the payment to process should be allowed for the payment to process. If the buyer decides to return the item, who is responsible for shipping? In the case of a return, the buyer is responsible for return shipping fees, unless otherwise indicated in the item listing. Insurance and tracking are mandatory for return shipping. If a buyer has not yet funded an Escrow.com account, how long do I need to wait before I can file an unpaid item claim? If the buyer has not funded the escrow account before the expected delivery date, you can file an unpaid item claim for the item through eBay. You'll find more details on managing unpaid itemshere

How long does a seller have to process a return? In the event of a return, sellers will have 5 days to accept or reject the item. After 5 days have passed, funds are returned to the buyer. Why is payment with Escrow.com shown as an additional payment method? In order to facilitate high-value transactions, any listings that only support the Buy it Now format and are listed for \$10,000 and above must be paid through Escrow.com. What return policies are applicable for items paid with Escrow.com? If your item sells for at least \$10,000, your return policy is automatically adjusted to provide the buyer with a 7 day inspection period. If the

buyer 'accepts' the item on Escrow.com during this period, funds are released to you and the buyer can no longer return the item. Does Escrow.com support a no returns policy? Yes, no returns policies are honored in Escrow.com transactions. Although a buyer can request a return within the 7 day inspection period, the seller has the discretion to decide to accept or reject the buyers return request. However, a buyer can file a claim within the 7 day inspection period if the item does not arrive in the described condition. These claims are handled on a case-by-case basis. Can I opt-out of using payment with Escrow.com? Currently, qualifying items sold at \$10,000 or above will provide the buyer an option to use Escrow.com as a payment source. If the buyer selects Escrow at checkout, the seller must complete the sale by setting up an account on Escrow.com. We suggest doing this before listing a high value item to streamline the process.

Cancellation questions Will cancellations on Escrow.com require confirmation approval? Does the buyer or seller need to approve the other partys cancellation request? Transactions can be cancelled unilaterally by the buyer up to an hour after purchase. Transactions can be cancelled unilaterally by the seller before the item has been shipped. If the transaction has been funded, we will delay the return of the buyer's funds until we can verify with the seller that they have not yet shipped the item. Once an item has been shipped, both buyer and seller must agree for a cancellation to take place. This would be considered a return. At what point are cancellations available to buyers and sellers on Escrow? If buyer never goes to Escrow.com, can seller still cancel the transaction on Escrow? Cancellations are available to the seller on Escrow.com until the item is marked as shipped. If a buyer never goes to Escrow.com (and therefore never funds the transaction), the seller can cancel unilaterally. At what point are cancellations no longer available to buyers and sellers on Escrow? Once the item has been shipped. At this point the

cancellation becomes a return. So long as the seller hasn't shipped the item, can a buyer unilaterally cancel, within an hour of purchase, regardless of whether they've funded the Escrow.com account or not? Correct. If they have funded we will reach out to the seller to ensure that they have not yet shipped the item. It is highly unlikely that the funds will go through within the first hour, but buyers can still cancel prior to the funds being pushed through.

Seller: Can I cancel any time before I ship the item (upload tracking) regardless of whether the buyer has paid or not? Yes.

Q: If a buyer/seller cancels a transaction after a payment has been funded, will Escrow.com tell eBay that the transaction is no longer paid for (funded)?

A: Yes. The transaction's cancellation will be reflected via API and the status will change from "25 - Funded" to "0 - Cancelled".

Q: What is the Escrow.com timeout window?

A: Escrow.com will automatically cancel the transaction after 21 days, but the seller should cancel the transaction on Escrow.com if they have cancelled the transaction on eBay.

Q: If seller cancels the transaction on eBay and buyer pays for item on Escrow, how long will the buyer have to wait to get funds back if seller doesn't take any action on Escrow?

A: If eBay informs Escrow.com of the cancellation via API the return is immediate. If eBay does not inform Escrow.com, our Transaction Support team will find out through the earlier of: reaching out to the seller via email / Reaching the buyer when the seller does not ship.

GUIDE.RELATED_LINKS Help pages:

<https://pages.ebay.com/escrow/>