

eBay international standard delivery

<h2><p>eBay international standard delivery enables sellers on eBay.com to ship their items to buyers in over 210 countries. Simply print your eBay international standard delivery label and we'll handle international shipping for you.</p>

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<h2><h3>We recommend adding eBay international standard delivery as an option in your listing to give your buyers a more accurate estimated delivery date. If you don't, you can still use the service through eBay labels to ship your sold items to international buyers in eligible countries.</h3>

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<h2>In the wrong place? Here are some other helpful articles:<ul><li><a href="https://www.ebay.com/help/selling/shipping-items/shipping-items?id=4077">Shipping your items</a></li><li><a href="https://www.ebay.com/help/selling/shipping-items/setting-shipping-options/international-shipping?id=4182">International shipping for sellers</a></li><li><a href="https://www.ebay.com/help/selling/getting-paid/getting-paid-items-youve-sold/pending-payments?id=4155">Payment holds on your sold items</a></li><li><a href="https://www.ebay.com/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079">Manage returns, missing items, and refunds for sellers</a></li><li><a href="https://www.ebay.com/help/selling/shipping-items/setting-shipping-options/ebay-international-shipping-program?id=5348">eBay International Shipping program</a></li></ul>You'll see the option to offer eBay international standard delivery standard on your listings when all of the following are true:<ul><li>The item is physically located in the US</li><li>You're listing the item on eBay.com</li><li>The total order value is less than \$1000, or 1000 CNY for shipments to

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China

The item does not exceed the weight limit for the country you're sending to

The max length and girth of the package is 84"

If you don't add eBay international standard delivery to your listings, you can still use the service to ship your sold items to international buyers in eligible countries. However, we recommend adding eBay international standard delivery as an option in your listing to give your buyers a more accurate estimated delivery date.

## Benefits

eBay international standard delivery improves on all aspects of selling to international buyers compared with the leading international shipping services. You'll benefit from:

- Simplified pricing
- USPS drop-off convenience
- \$100 shipping protection plan

You also have the option of purchasing additional parcel insurance via third party parcel insurance providers such as [U-Pic](https://u-pic.com/) or [ShipSaver](https://www.shipsaver.com/insurepost/).

## Cost and billing

eBay international standard delivery rates are based on your package's weight and destination. On the [eBay Labels](https://pages.ebay.com/seller-center/shipping/ebay-labels.html) 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. Destination countries have been divided into 4 groups:

- Canada
- Mexico
- Rest of World
- Europe

You can see rates for shipping to each of these groups on our [Seller Center](https://pages.ebay.com/seller-center/shipping/ebay-international-standard-delivery.html) page.

**Tip** When looking up the rate for your package, always round up the weight. For example, if an item weighs 2.3 lbs., round up to 3 lbs.

### Package weight discrepancies

When your item reaches our consolidation

center, the package will be weighed to confirm the weight and dimensions you entered when creating the label. If the weight and dimensions are a little over what was stated, your package will still be shipped to your buyer and we'll deduct the cost difference from your available funds. If the weight and dimensions are significantly over what was stated, your package will not be shipped to the buyer. Instead, the item will be returned to you and you'll be responsible for

<https://www.ebay.com/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079> refunding the buyer. Billing; eBay international standard delivery charges will appear on your eBay financial statement as eBay Delivery Services. You'll only be charged for a shipping label once your parcel has been received at our consolidation center. If you don't use a label, you won't be charged for it so there's no need to void labels, simply discard them. Your final value fees are assessed based on our standard

<https://www.ebay.com/help/selling/fees-credits-invoices/selling-fees?id=4822&st=3&pos=1&query=Selling%20fees&intent=4822> eBay selling fees. [Shipping an order using eBay international standard delivery](#) When creating your listing, you'll see the option to offer eBay international standard delivery under International Shipping. This option is available for both flat and calculated shipping listings. When your item sells to a buyer in an eligible country, follow the below steps:

- Go

<https://pages.ebay.com/seller-center/shipping/ebay-labels.html> eBay Labels; which you can find in My eBay or Seller Hub. Enter the exact package weight and dimensions and select eBay international standard delivery from the list of services. You'll see a quote for the service and the option to print an eBay international standard delivery label to adhere to your package. Drop off your package at a USPS drop off point, or schedule a USPS

package pickup.</li></ol>USPS will transport the item to our domestic consolidation center&nbsp;where the package will be screened and forwarded to your buyer.Tracking will also be automatically uploaded so you and your buyer can check its progress.Note -&nbsp;Multiple Orders can be combined to one shipment through eBay labels, for the same buyer and checkout address.TipYou can download the list of&nbsp;eBay international standard delivery eligible countries

<a href="https://ir.ebaystatic.com/pictures/aw/pics/sc/Shipping/ebay\_intl\_standard\_delivery\_country\_code\_list.pdf" target="\_blank">here</a>.</h3>

Printing your label</h3>To avoid any delays and ensure the fastest shipping time, follow these helpful tips when printing your label.<ul><li>Make sure you can see both the USPS and eBay international barcodes at the bottom of the label. If you can&rsquo;t see both barcodes:<ul><li>Change the print settings to portrait mode</li><li>Manually scale the print job to less than 100%</li></ul></li></ul>

When taping the label on the package, avoid taping over the barcode itself</li></ul><h2 id="section4">Filing a claim on a shipment that was lost or damaged&nbsp;</h2>Each&nbsp;eBay international standard delivery shipment includes a \$100 shipping protection plan&nbsp;to help in case of lost or damaged items.If you believe your package was lost in shipping, you must wait 30 days to file a claim.&nbsp;You can reduce the amount of the claim if your shipment was only partially lost or damaged, however the claim amount cannot be more than the item&#39;s sold price.To file a claim, select the button below and add the following information to the form:</ol><li>Tell us what happened - was your item damaged, or was your package lost?&nbsp;</li><li>Enter the claim information and your PayPal email address.</li><li>Enter the following additional information:<ul><li>Your first & last name</li><li>The buyer&rsquo;s first & last name</li><li>Package tracking number</li><li>eBay item number</li><li>Screenshot of eBay Order Details</li><li>Screenshot of buyer&rsquo;s complaint message or dispute details regarding the lost or damaged

When finished, select File the claim.

Claims must be filed no later than 90 days from the date the shipping label was created.

[File shipping protection plan claim](https://www.pip-claim.com/PIPClaim/eBayIntClaim/CreateeBayClaim)

To check the status of a filed claim, contact PIP (Parcel Insurance Plan) at:

Phone: 1 800 325 7390

Email: [claims@pipinsure.com](mailto:claims@pipinsure.com)

Chat: [select the chat button on](http://www.pipinsure.com)

## FAQs

My listings already offer USPS international options. Will I be able to ship with eBay international standard delivery through eBay Labels?

Yes, you can pick the shipping service you want to use on eBay Labels. We recommend that you edit your listings to include eBay international standard delivery as an international shipping option to give buyers the best delivery estimate possible.

When I print an eBay international standard delivery label, will the address on the label match the buyer's address?

eBay international standard delivery uses USPS's domestic service to ship your item to eBay's trusted warehouse partners. The label you print will be addressed to our warehouse partners who will forward the package to your buyer. You and your buyer can then track the progress of the delivery throughout the entire journey.

Am I protected against issues caused by eBay's partner for eBay international standard delivery (e.g. lost, damage, delays)?

[eBay's](https://www.ebay.com/help/selling/selling/seller-levels-performance-standards?id=4080) seller levels and performance standards apply the same as they do for a typical international eBay order.

While eBay has worked with shipping carriers to create the eBay international standard delivery shipping service, you're still responsible for getting the order to the buyer in

good shape. However, each eBay international standard delivery shipment includes a \$100 shipping protection plan to help in case of lost or damaged items. The buyer filed a claim with PayPal but PayPal can't validate the tracking information based on my ESUS number. How do I resolve this? Respond to the PayPal claim and advise that the item was shipped using a new delivery option with eBay which does not show up on the standard shipping sites. Include the ESUS tracking number and either of the following links which PayPal can use to track the shipment - [trackmyshipment.co](https://www.trackmyshipment.co/) or [webtrack.dhlglobalmail.com](http://webtrack.dhlglobalmail.com)

Are there any restrictions on what I can ship through eBay international standard delivery? You must also continue to adhere to USPS and DOT standards to ship a package using eBay international standard delivery. Learn about eBay's

[hazardous, restricted or regulated materials policy](https://www.ebay.com/help/policies/prohibited-restricted-items/hazardous-restricted-regulated-materials-policy?id=4335). You can also find information related to shipping dangerous goods and hazardous materials on

[DHL's site](https://www.logistics.dhl/us-en/home/our-divisions/global-forwarding/customer-service/hazardous-goods.html) and [EasyShip's site](https://www.easyship.com/blog/usps-shipping-restrictions). You can find the full eBay international standard delivery terms and conditions [here](https://pages.ebay.com/sell/send/termservice.html)

eBay international standard delivery, eBay Send International Standard, international shipping, usps, ship abroad, ship to europe, ship to mexico, ship to canada, postage,