

Return an item for a refund

If you've changed your mind about an item you bought or there's something wrong with it, you can request a return.

If the item you received doesn't match the listing, or if it arrived faulty or damaged, you can return it even if the seller's returns policy says they don't accept returns.

Need an update on an open return request? See how to [check the status of your return](https://www.ebay.com/help/buying/resolving-issues-sellers/check-status-return-missing-item-request?id=4667). Once you request a return, the seller should get back to you within 3 business days. If the seller doesn't respond or you're unable to resolve the issue with them, you can ask us to step in and help. More info on when you can return an item

Many eBay sellers accept returns if you've changed your mind. Check the listing in your [Purchases](https://www.ebay.com/myb/PurchaseHistory) - opens in new window or tab to see the seller's full return policy, including how long you have to request a return and any other conditions.

- If the seller states in their return policy that they don't accept returns, you can ask them to see if they'll make an exception.
- If the item doesn't match the listing description, or if it is faulty or arrived damaged, you may be eligible for

[eBay Money Back Guarantee](https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guarantee-policy?id=4210). This means that you can return it even if the seller's returns policy says they don't accept returns.

Open a return request

To request a return, select the item you want to send back from your recent purchases above, or use the button below. You can also start a return

request from your Purchases in My eBay.Start a return - opens in new window or tabHow to request a return through My eBayFind the item in your Purchases - opens in new window or tab.Select Return this item from the menu on the right.Select your reason for the return and enter a comment about why you're returning it.If the item arrived damaged, broken, or faulty, you must add at least 1 image (with a maximum of 10) relevant to the reason you're returning the item for, and showing any scratches or defects. Make sure to follow our Images, video and text policy when you're uploading images.Select Confirm return.How to return multiple itemsHow you request the return depends on how you bought them.Sets and bundled items – You need to return the whole lot. For example, if you bought a set of paintbrushes, you can't return just one of them.Multiples of the same item – You can return some or all of them, but you can only open one return for the order. For example, if you bought five t-shirts from one listing, you can return two, but you won't be able to return the other three later.Combined purchases from the same seller – You can return each item individually. For example, you bought three different books from the seller's store and paid for them together at checkout. You need to open a separate request for each book, because they came from different listings.How the seller may respond to your request<h3>The seller has 3 business days to get back to you. How they can respond depends on the reason for your return:You changed your mind about an itemAccept your return request and offer a full refund – You'll return the item and the seller will then issue a full refund – depending on their returns policy, this may or may not include the original shipping cost. Check the seller's return policy in the listing to see who is responsible for <a

<https://www.ebay.com/help/buying/returns-refunds/start-return/return-shipping?id=4066>&re
turn shipping costs.If the returned item is opened, used, damaged, missing parts, or is
damaged during return shipping because it wasn't packaged correctly, some sellers might
deduct from your refund to cover the loss in the item's value. Learn more about our <a
[https://www.ebay.com/help/policies/member-behavior-policies/condition-returned-items-policy
?id=4763](https://www.ebay.com/help/policies/member-behavior-policies/condition-returned-items-policy?id=4763)>Condition of returns policy.Offer you a partial refund and let you keep the
item – This can be a good compromise when the seller doesn't accept returns, but
wants to offer you a gesture of goodwill – say if you ordered the wrong thing by
accident.Offer you a replacement or an exchange – Some sellers may offer the option of
returning an item for a replacement or exchange instead of a refund.Decline your return request
– Sellers can decline your return request if you changed your mind about an item and they
stated in the listing that they don't accept returns, or if you missed the seller's deadline to
start a return.Send you a message – The seller may ask you for some more details about
your return request.Your item didn't match the listing, or it arrived faulty or damagedAccept
your return request and offer a full refund – You'll return the item in the same condition
in which it was received, and the seller will then issue a full refund, including the original shipping
cost. The seller will also pay for <a
<https://www.ebay.com/help/buying/returns-refunds/start-return/return-shipping?id=4066>>re
turn shipping.If the returned item is used, damaged, missing parts, or is damaged during
return shipping because it wasn't packaged correctly, the seller might deduct from the refund
to cover the loss in the item's value. Learn more about our <a
[https://www.ebay.com/help/policies/member-behavior-policies/condition-returned-items-policy
?id=4763](https://www.ebay.com/help/policies/member-behavior-policies/condition-returned-items-policy?id=4763)>Condition of returns policy.Offer you a partial refund and let you keep the
item – This can be a good compromise when you're not completely satisfied with your
purchase – for example, if it arrived with a minor scratch – but you're happy to
keep it.Offer you a replacement or an exchange – Some sellers may offer the option of

returning an item for a replacement or exchange instead of a refund. Send you a message – The seller may ask you for some more details about your return request. When the seller replies, we’ll send you an email with details of the next steps. You can also [check the progress of your return request](https://www.ebay.com/help/buying/resolving-issues-sellers/check-status-return-missing-item-request?id=4667) at any time.

Send the item back

When your return request is accepted, we’ll send an email to your [Messages - opens in new window or tab](https://mesg.ebay.com/mesgweb/ViewMessages/0) with the subject “Send the item back”. Make sure you ship the return by the date in this email to avoid any delays or issues in the refund process. If you’re responsible for purchasing the return shipping label, make sure you use a tracked service and add the tracking number to your return request. If the item being returned has a total cost of \$750 or more, it will need to be returned with a [signature confirmation](https://www.ebay.com/help/policies/member-behavior-policies/signature-confirmationpolicy?id=5154). For more information about who pays for return shipping and how to send the item back, see [return shipping for buyers](https://www.ebay.com/help/buying/returns-refunds/returning-item/return-shipping?id=4066).

Tip The condition of the returned item is important, so repack it carefully. If you return the item used, damaged, missing parts, or if it gets damaged during return shipping, the seller may deduct an amount from your refund to cover the loss in the item’s value. For more information, see our [Condition of returned items policy](https://www.ebay.com/help/policies/member-behavior-policies/condition-returned-items-policy?id=4763).

Get your refund

Most sellers refund as soon as they get the item back. If the item has been returned to the seller and they haven’t given you a refund after 2 business days, you can ask eBay to step in and help. Some refunds may take a little longer. You can

request?id=4667">check the status of your request to find the refund deadline for your return. Refunds go back to your original payment method and are typically available within 3-5 business days. Why was my refund less than the amount I paid? If the returned item is used, damaged, missing parts, or is damaged during return shipping because it wasn't packaged correctly, some sellers might deduct from your refund to cover the loss in the item's value. For more details, please see our Condition of returned items policy. If you're responsible for return shipping costs and you used a label provided by eBay, we'll deduct the cost of the label from your refund. How do refunds work for items shipped through eBay International Shipping? When your return is received at the US hub, we inspect it to make sure it's in the same condition. We then issue the refund on the seller's behalf to your original payment method, usually within 5 to 7 business days of receiving the item. <h2 id="section4">Get help from eBay</h2> Most of the time if you have an issue with a purchase the seller will be able to solve it for you. However, we're here to help. Here are the main reasons you might ask us to step in and help on a return:

- The seller hasn't responded to your return request after 3 business days
- The seller responded, but hasn't provided a resolution (for example, they accepted the return but didn't provide a return shipping label)
- You returned the item and it's been delivered back to the seller, but they haven't processed a refund by the refund deadline

Don't leave it too long to ask us to step in and help. We'll automatically close a return request if there's been no activity. Learn more about asking eBay for help. <h2 id="section5">Close a return request</h2> If you've changed your mind and no longer want to return your item, it's easy to cancel your request. Here's

how:Go to your Purchases - opens in new window or tab and find the item.From the More actions dropdown menu, select See request details and then Close your request.Select your reason for closing the return from the dropdown, and add details if you want to.Select Confirm.If you had already asked eBay to step in, you'll see <div>case</div> rather than <div>request</div>. You can still close it if things are resolved.You won't be able to re-open the request once it's closed.<h2 id="section6">Misuse of returns</h2>Buyers may not misuse our returns processes – such as requesting a return and then sending a different item back. See the <a

<h2>close a return,close return,damaged,faulty goods,damaged item,not as described,returns not accepted,open claim,open case,open request,wrong item,return an item,changed my mind,no longer want the item,request refund,changed mind about an item,return policy,can I return my item,item doesn't match description,broken item,send item back to seller,missing parts,eBay Money Back Guarantee refund,seller return policy,return process,missing accessory,missing part,scratch,incorrect item</h2>