

## eBay Money Back Guarantee policy

eBay Money Back Guarantee covers most transactions on eBay. It means buyers can get their money back if an item didn't arrive, is faulty or damaged, or doesn't match the listing.

For all the details of how eBay Money Back Guarantee works – what's covered, what's excluded, and what buyers and sellers need to do – please read our full policy. Need to report a problem or not sure about the next steps?

For buyers:

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[Get help with an item that hasn't arrived](https://www.ebay.com/help/buying/returns-refunds/get-help-item-hasnt-arrived?id=4042)

[Return an item for a refund](https://www.ebay.com/help/buying/returns-refunds/return-item-refund?id=4041)

For sellers:

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[Help a buyer with an item that hasn't arrived](https://www.ebay.com/help/selling/managing-returns-refunds/helping-buyers-items-not-received?id=4116)

[How to handle a return request](https://www.ebay.com/help/selling/managing-returns-refunds/handle-return-request-seller?id=4115)

Coverage, eligibility requirements, and exclusions

eBay Money Back Guarantee applies when:

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- [The buyer doesn't receive an item](#)
- [The item received by the buyer doesn't match the listing](#), for example:
- [The seller sent the wrong item](#), or
- [The item arrives broken, damaged, or faulty](#)
- [The seller doesn't fulfill their return policy](#) as stated in the listing

- [As a buyer, for your transaction](#)

to be eligible for eBay Money Back Guarantee:

- You must complete and pay for your purchase on eBay.com using an [eligible payment method](#eligible-payment) at checkout;
- You must meet the requirements specified in this policy, including taking action within the required time frames;
- The item may not be an [excluded item](#excluded-items) or subject to any [additional exclusions](#additional-exclusions); and
- You may not seek resolution for the same issue by [another resolution method](#duplicate).

As a seller, for transactions where eBay Money Back Guarantee applies:

- You are responsible for delivering the item that was described in the listing, honoring your stated return policy, and providing a resolution when a buyer reports a problem with an order;
- If the purchase was completed on eBay.com, you must meet the requirements specified in this policy, including taking action within the required time frames, even if the item was listed on a different eBay site.

**Eligible payment methods, excluded items, additional exclusions**

Eligible payment methods
Eligible for coverage, when paid via eBay checkout:
Credit card or debit card
PayPal or PayPal Credit
Apple Pay or Google Pay
<a href="https://www.ebay.com/help/selling/selling/spendable-funds?id=5305">Spendable funds</a>
Wire transfer facilitated by eBay
eBay gift card or eBay voucher or eBay Bucks

**Not covered:**

- Items paid for where any part of the payment was completed outside of eBay (such as bank transfer, cash, money orders, escrow services)

Excluded items
Real Estate, Websites, Businesses for Sale
Digital content, Intangible goods, Non-fungible tokens (NFTs) including physical items combined with or attached to NFTs
Classified Ads
Services
Travel tickets or vouchers
Industrial

equipment and heavy machinery (see <https://www.ebay.com/help/buying/paying-items/ebay-business-equipment-purchase-protection?id=4637>)>eBay Business Equipment Purchase Protection</a>)</li></ul>Motor vehicles, including recreational vehicles, aircraft and boats (see <http://pages.motors.ebay.com/buy/purchase-protection/index.html> target="\_blank">eBay Vehicle Protection - opens in new window or tab</a>)</li></ul></a id="additional-exclusions" name="additional-exclusions"></a>Additional exclusions and special coverage, including items with limited coverage</ul></li></a href="#specialcoverage-inr">Exclusions and special coverage when an item isn't received</a></li></a href="#specialcoverage-snad">Exclusions and special coverage when the item doesn't match the listing</a></li></a href="#authenticity">Authenticity Guarantee</a></li></a href="#trading-cards">Trading Cards</a>,, buyers have a shortened time frame to request a return when the item doesn't match the listing</li></ul></tbody></h3>International purchases</h3>When a seller offers an international shipping option (such as worldwide shipping), or doesn't <a href="https://www.ebay.com/help/policies/selling-policies/international-selling-policy?id=4689#section3">exclude international shipping</a> in their shipping settings, it may result in the buyer completing checkout on an eBay site other than the site used to create the listing. Buyers and sellers are subject to the eBay Money Back Guarantee or other buyer protection policy (if available) of the site where the buyer completed checkout, regardless of the eBay site used to list the item or the registration details of the buyer or seller. For more information about buying and selling internationally, please see our policies on <a href="https://www.ebay.com/help/policies/selling-policies/international-selling-policy?id=4689">International selling</a> and <a href="https://www.ebay.com/help/policies/prohibited-restricted-items/international-trading-policy?id=

4338">International trading</a>eBay Money Back Guarantee programs on international  
eBay siteseBay Money Back Guarantee:<ul><li><a  
href="https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-gua  
rantee-policy?id=4210" target="\_blank">ebay.com - opens in new window or  
tab</a></li><li><a  
href="https://www.ebay.co.uk/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-gu  
arantee?id=4210" target="\_blank">ebay.co.uk - opens in new window or  
tab</a></li><li><a  
href="https://www.ebay.com.au/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-  
guarantee-policy?id=4210" target="\_blank">ebay.com.au - opens in new window or  
tab</a></li><li><a  
href="https://www.ebay.ca/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guar  
antee-policy?id=4210" target="\_blank">ebay.ca - opens in new window or  
tab</a></li><li><a  
href="https://www.cafr.ebay.ca/help/policies/ebay-money-back-guarantee-policy/garantie-de-rembou  
rsement-ebay?id=4210" target="\_blank">cafr.ebay.ca - opens in new window or  
tab</a></li><li><a  
href="https://www.ebay.ie/pages/help/policies/money-back-guarantee.html"  
target="\_blank">ebay.ie - opens in new window or tab</a></li><li><a  
href="https://www.ebay.nl/pages/help/policies/money-back-guarantee.html"  
target="\_blank">ebay.nl - opens in new window or tab</a></li><li><a  
href="https://www.ebay.pl/pages/help/policies/money-back-guarantee.html"  
target="\_blank">ebay.pl - opens in new window or tab</a></li><li><a  
href="https://www.benl.ebay.be/pages/help/policies/money-back-guarantee.html"  
target="\_blank">benl.ebay.be - opens in new window or tab</a></li></ul>eBay  
Buyer Protection:<ul><li><a

[- opens in new window or tab</a></li></ul></a>](https://www.ebay.de/help/policies/ebay-money-back-guarantee-policy/grundsatz-zum-ebaykuferschutz?id=4210)

[- opens in new window or tab</a></li></ul></a>](https://www.ebay.at/pages/help/policies/buyer-protection.html)

[- opens in new window or tab</a></li></ul></a>eBay Customer Guarantee:</ul></li></ul></a>](https://www.ebay.ch/pages/help/policies/buyer-protection.html)

[- opens in new window or tab</a></li></ul></a>](https://www.ebay.fr/help/policies/ebay-money-back-guarantee-policy/la-garantie-client-ebay?id=4210)

[- opens in new window or tab</a></li></ul></a>](https://www.ebay.it/help/policies/ebay-money-back-guarantee-policy/garanzia-cliente-ebay?id=4210)

[- opens in new window or tab</a></li></ul></a>](https://www.ebay.es/help/policies/ebay-money-back-guarantee-policy/garanta-al-cliente-de-ebay?id=4210)

[- opens in new window or tab</a></li></ul></a>](https://www.befr.ebay.be/pages/help/policies/money-back-guarantee.html)

[When the buyer doesn't receive an item](#)</h2></ul></li></ul></a>Actions and timeframes when the buyer doesn't receive an item</a></li></ul></a>

[Deciding the outcome when the buyer doesn't receive an item](#)</a></li></ul></a>Exclusions and special coverage when the buyer doesn't receive an item</a></li></ul></a>

[Sellers are required to deliver the item to the address in the Order details, unless the buyer selected a local pickup option. If the item doesn't arrive at the address provided by the buyer at checkout or isn't made available for collection, the buyer is entitled to a full refund, including original shipping costs \(if](#)

applicable).

### Actions & time frames when the buyer doesn't receive an item

Action	Time frame
The buyer reports that the item hasn't arrived or was not available for collection	<https://www.ebay.com/help/action?topicid=4042>

target="\_blank">Report an item that hasn't arrived

Earliest:

- Once the [estimated or actual delivery/collection date](#delivery-dates) has passed
- Latest: 30 calendar days after the [estimated or actual delivery/collection date](#delivery-dates) has passed

The seller responds to the buyer's report

The seller is required to respond and provide either tracking information, delivery updates, or a refund.

Latest: 3 business days after the report date

If the seller provided tracking details, eBay may close the case automatically once tracking shows the item has been delivered.

Ask eBay to step in

If the seller hasn't responded or if the buyer and seller can't reach a resolution, they can ask us to step in and help.

EBay may step in without the buyer asking if there is no [valid tracking information](#proof-delivery) available

Earliest: 3 business days after the report date

Latest: 21 business days after the report date

Deciding the outcome when the buyer doesn't receive an item

When a buyer reports that they didn't receive an item and the transaction meets our [eligibility requirements](#coverage), we will look for:

- Evidence of successful delivery to the address provided in the Order details,
- Proof that the buyer collected the item
- If we determine that the item was not successfully delivered or collected:
- The buyer will receive a refund for the full cost of the item and original shipping, and
- The seller may be required to reimburse eBay for the amount of the refund

name="proof-delivery"></a>Evidence of successful deliveryWe require all of the following to prove a successful on-time delivery:<ul><li>Tracking number from an <a href="https://www.ebay.com/help/selling/shipping-items/setting-postage-options?id=4089#integrated">integrated carrier</a>, which was <a href="https://www.ebay.com/help/selling/shipping-items/tracking-items-youve-sold?id=4088">uploaded to eBay</a> and shows a shipping scan before the <a href="#delivery-dates">latest estimated delivery date</a>;</li><li>A delivery status of "delivered" or "attempted delivery" (or equivalent in the country to which the item was delivered);</li><li>The date of delivery or attempted delivery;</li><li>The recipient's address, showing at least the city/county or zip code (or international equivalent) that matches the one found on the Order details page; and</li><li>Signature confirmation, on orders with a total cost of \$750 or more. Learn more about our <a href="https://www.ebay.com/help/policies/member-behavior-policies/signature-confirmation-policy?id=5154">signature confirmation requirements</a>.</li></ul>For eBay Authenticity Guarantee items, additional evidence is required. See <a href="#proof-delivery-ag">Evidence of successful delivery to the authenticator</a> below.

Proof that the buyer collected the item

For local pickup items, evidence that the buyer has received the item may include:<ul><li>A copy of the eBay order details, signed by the buyer at the time of collection</li><li>The seller using the eBay app to <a href="https://www.ebay.com/help/selling/posting-items/setting-postage-options/local-pickup?id=4181">scan the buyer's QR code</a> or manually enter the buyer's 6-digit pickup code at the time of collection</li></ul><h3><a id="specialcoverage-inr" name="specialcoverage-inr">Exclusions and special coverage when the buyer doesn't receive an item</a></h3><tbody><tr><td>Items collected by a third party on behalf of the buyer</td></tr><tr><td>Not covered</td></tr><tr><td>The buyer arranged their own shipping method, such as a courier pickup</td></tr><tr><td>Not covered</td></tr><tr><td>The buyer provided an invalid or incorrect address at checkout</td></tr><tr><td>Not covered</td></tr><tr><td>The item was

sent to another address after original delivery

- The item was forwarded as part of an eBay program such as:
  - Global Shipping Program
- <https://www.ebay.com/help/selling/shipping-items/setting-shipping-options/ebay-international-shipping-program?id=5348>
- eBay International Shipping
- eBay international standard delivery
- [Authenticity Guarantee](#)

Not covered:

- The buyer used third-party freight forwarding or mail redirection
- The item was shipped internationally and didn't clear customs because fees or duties weren't paid
- The seller overstated the value of the item or misrepresented the item's location, which caused customs fees or duties to be higher
- Not covered:
- The buyer didn't pay applicable customs fees or duties for any other reason
- The buyer chose an In-store pickup
- The item was not made available at the selected store
- Not covered:
- The buyer was notified that the item was ready for collection, but did not collect it within the specified time frame
- The buyer refused delivery of the item
- The item arrived with shipping cost still owing because the seller didn't apply enough postage
- Not covered:
- The buyer refused delivery for any other reason

If a package arrives empty or was damaged in transit, the buyer should accept the delivery and report that the [item doesn't match the listing](#). Event tickets

Covered

The latest date for the buyer to report that the item hasn't arrived is 30 calendar days after the [latest estimated delivery date](#) or 7 calendar days after the event date, whichever is later.

## When the item received by the buyer doesn't match the listing

[Actions and timeframes when the item received by the buyer doesn't match the listing](#)

[Deciding the outcome](#)



when the item received by the buyer doesn't match the listing

[Exclusions and special coverage](#) when the item received by the buyer doesn't match the listing

[Sellers are required to deliver the item as it was described in the listing.](#) If the buyer receives the wrong item, or the item arrives broken, damaged, or faulty (and was not clearly described as such), they are entitled to return it for a refund, even if the seller doesn't offer returns. Buyers and sellers may agree to another solution, such as a full or partial refund while the buyer keeps the item, or a replacement item instead of a refund. Both buyers and sellers must meet all applicable

[return requirements](#). If an item is being returned, the seller is responsible for

[return shipping](#).

Action	Time frame
Buyer requests a return	Start a return request
Latest:	30 calendar days after the estimated or actual delivery date or within the seller's stated returns window, whichever is longer
Trading Cards	have a more limited return window. See <a href="#">Exclusions and special coverage</a> .
The seller responds to the buyer's request	The seller is required to respond and provide a solution to the buyer's issue.
Latest:	3 business days after the request date
In some cases, eBay may automatically accept the return on the seller's behalf.	If the item is being returned
The buyer sends the item back	The latest date to ship the return will be shown in an email sent by eBay to the buyer, as well as within the return request
If the buyer does not ship the return by the specified date, eBay may close the return request.	The seller issues a refund
If return tracking shows the item was delivered, or if the item was shipped through	<a href="#">eBay International</a>

Shipping - opens in new window or tab

eBay may automatically issue a full refund on the seller's behalf.

Latest: 2 business days after receiving the returned item.

In some cases, sellers have additional time to issue the refund. You can find the refund deadline in the return details.

Ask eBay to step in if the seller hasn't responded or hasn't issued a refund by the refund deadline, or if the buyer and seller can't reach a resolution, either party can ask us to step in and help.

eBay may step in without the buyer asking if the seller didn't respond to the return request.

Earliest: Once the seller has accepted the return, or 3 business days after the request date.

Latest: 21 business days after the request date, if the seller never responded.

10 business days after the refund deadline has passed, if the seller is issuing a refund.

eBay may hold the return request open for up to 35 business days after the date the return was accepted.

### Deciding the outcome when the item doesn't match the listing

When a buyer reports that an item doesn't match the listing and the transaction meets our [eligibility requirements](#), we will look for all of the following:

- Evidence that the buyer and seller have each met their [return requirements](#).
- Whether the seller breached eBay policies when listing the item.
- Whether the item can be shipped back to the seller.
- [Proof of return delivery](#), if the item was being returned.

If we determine that the seller did not meet their return requirements:

- The buyer will receive a refund for the full cost of the item and original shipping, and
- The seller will be required to reimburse eBay for the amount of the refund, and
- The buyer may not be required to return the item.

If we determine that the buyer did not meet their return requirements, the buyer may not receive a full refund for the item and/or shipping costs.

### Exclusions and special

coverage when the item doesn't match the listing

The item was collected by a third party on behalf of the buyer

Not covered

Withdrawal of the items in your Collection when stored in the eBay vault

Not covered

Withdrawals may be covered separately by the

<https://www.ebay.com/help/selling/trading-cards-listing-tools/using-the-ebay-vault?id=5342>

eBay vault

The buyer arranged their own shipping method, such as a courier pickup

Not covered

The item was sent to another address after original delivery

Covered:

- The item was forwarded as part of an eBay program such as:
- Global Shipping Program

<https://www.ebay.com/help/shipping-items/ebay-international-shipping-program/selling/setting-shipping-options?id=5348>

eBay International Shipping

eBay international standard delivery

eBay

[Authenticity Guarantee](#)

Authenticity Guarantee

- Not covered:

The buyer used third-party freight forwarding or mail redirection

[Trading Cards](#)

Trading Cards

Covered:

- If the seller doesn't offer returns, the buyer must request a return no later than 3 calendar days after the

[estimated or actual delivery date](#)

If the seller offers returns, the buyer must request a return within the seller's stated return window

A part or accessory covered by

<https://pages.ebay.com/motors/ebay-guaranteed-fit/>

eBay Guaranteed Fit - opens in new window or tab

doesn't fit the buyer's vehicle

Covered

Returns will be treated as not matching the listing if the buyer selected "Doesn't fit my vehicle" as the return reason.

The buyer returned the item used or damaged

Covered:

- The use was necessary to determine the quality or functioning of the item, or the damage was the result of that use

Otherwise, some sellers may deduct the loss in value from the amount refunded to the buyer.

See our

<https://www.ebay.com/help/policies/member-behavior-policies/condition-returned-items-policy?id=4763>>Condition of returned items policy</a>. There are strong indicators that the item is counterfeit

- Covered:
- The buyer must request a return but may not be required to ship the item back to the seller
- The item is hazardous to ship
- The item no longer has value
- For example:
- A perishable item that has expired
- A ticket for a cancelled event
- A live animal that has expired

The item arrived after the latest estimated delivery date

Covered

The return is treated as if the item didn't match the listing.

Event tickets

Covered

The latest date for the buyer to request a return is 30 calendar days after the [estimated or actual delivery date](#delivery-dates) or 7 calendar days after the event date, whichever is later.

## id="section4"><a id="authenticity"></a>eBay Authenticity Guarantee Items that display the [Authenticity Guarantee](https://pages.ebay.com/authenticity-guarantee/) - opens in new window or tab badge in the listing are first shipped to an authenticator who inspects the item prior to delivery to the buyer. This inspection ensures that the item purchased matches the listing description and verifies the item's authenticity. Authenticity Guarantee purchases are covered by eBay Money Back Guarantee as detailed in this policy, with specific requirements and/or exclusions detailed below. If an authenticated item is eligible to be returned, the buyer will be asked to ship the item back to the authentication facility for inspection to ensure that the item is being <https://www.ebay.com/help/policies/member-behavior-policies/condition-returned-items-policy?id=4763>>returned in the same condition</a>. What sellers need to know when shipping orders The authenticator's address will be provided to the seller in the Order details. When the buyer reports that they didn't receive an item, we'll look for evidence of successful delivery to this address. <a id="proof-delivery-ag"></a>Evidence of successful delivery to the authenticatorWe

require all of the following to prove a successful on-time delivery:

- Tracking number from an integrated carrier, which was uploaded to eBay and shows a shipping scan before the latest estimated delivery date;
- A delivery status of "delivered" with a receipt scan by authenticator;
- The date of delivery;
- The recipient's address, showing the authenticator's address that matches the one found on the Order details page; and
- Signature confirmation, on orders with a total cost of \$750 or more.

Learn more about our signature confirmation requirements

We strongly recommend purchasing shipping insurance for high value orders.

What buyers need to know about returns

Some purchases inspected under Authenticity Guarantee are considered final sale. eBay Money Back Guarantee does not cover final sale purchases on the basis that the item doesn't match the listing.

Returns for final sale purchases are only eligible for coverage under eBay Money Back Guarantee when:

- The item was damaged during shipping, or
- The seller doesn't honor their stated returns policy

Final sale definitions by product category

Product Category	Returns Policy
Sneakers	- opens in new window or tab
Streetwear	- opens in new window or tab
Trading Cards	- opens in new window or tab

target="\_blank">Trading Cards - opens in new window or tab</a><ul><li>The seller doesn't offer returns or the return window stated in the listing has passed, or</li><li>The buyer chooses to send an eligible item to the eBay vault, or</li><li>The buyer purchases an item that is currently stored in the eBay vault</li></ul><a href="https://pages.ebay.com/authenticity-guarantee-watches/"

target="\_blank">Watches - opens in new window or tab</a><ul><li>The seller doesn't offer returns or the return window stated in the listing has passed, and</li><li>The

href="https://www.ebay.com/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765">item condition</a> is 'New with tags' or 'New without tags'</li></ul><a href="https://pages.ebay.com/authenticity-guarantee-handbags/"

target="\_blank">Luxury bags & accessories - opens in new window or tab</a></tbody><h2 id="section5"><a id="return-policy"

name="return-policy"></a>When the seller doesn't fulfill their return policy</h2><ul><li><a href="#actions-remorse">Actions and timeframes when the seller doesn't fulfill their return policy</a></li><li><a href="#outcome-remorse">Deciding the outcome when the seller doesn't fulfill their return

policy</a></li></ul>If the listing states that the seller offers returns, the buyer may return the item for any reason, including if they change their mind about the item ('remorse' returns).When a buyer requests a return within the seller's return policy,

the seller must allow them to return the item for a full refund. The seller may exclude original shipping costs from the refund.When the seller doesn't offer returns, or a remorse return request falls outside the seller's return window, the seller may exercise their discretion to accept or deny the return. If the seller chooses to accept the return, this will then be treated as if they had offered returns in the listing.Both buyers and sellers must meet all applicable <a href="#requirements">return requirements</a>. If an item is being returned for remorse

reasons, the listing states which party is responsible for [return shipping](#return-shipping).<h3><a id="actions-remorse" name="actions-remorse">Actions & time frames for "remorse" returns</h3><thead>ActionTime frame</thead><tbody>The buyer requests a return<a href="https://www.ebay.com/help/action?topicid=4041" target="\_blank">Start a return request</a>Latest:<ul><li>Check the seller's stated returns window in the listing</li></ul>The seller responds to the buyer's requestThe seller is required to respond and honor their returns policy.Latest:<ul><li>3 business days after the request date</li></ul>In some cases, eBay may automatically accept the return on the seller's behalf.If the item is being returned The buyer sends the item backLatest:<ul><li>The latest date to ship the return will be shown in an email sent by eBay to the buyer, as well as within the return request</li></ul>If the buyer does not ship the return by the specified date, eBay may close the return request.The seller issues a refund If return tracking shows the item was delivered, or if the item was shipped through [eBay International Shipping](https://pages.ebay.com/international-shipping/) - opens in new window or tab</a>, eBay may automatically issue a full refund on the seller's behalf.Latest:<ul><li>2 business days after receiving the returned item</li></ul>In some cases, sellers have additional time to issue the refund. You can find the refund deadline in the return details.Ask eBay to step inIf the seller hasn't responded or hasn't issued a refund by the refund deadline, or if the buyer and seller can't reach a resolution, either party can ask us to step in and help. eBay may step in without the buyer asking, if the seller didn't respond to the return requestEarliest:<ul><li>Once the seller has accepted the return, or 3 business days after the request date</li></ul>Latest:<ul><li>21 business days after the request date, if the seller never responded</li><li>10 business days after the refund deadline has passed, if the seller is issuing a refund</li></ul>eBay may hold the return request open for up to 35

business days after the date the return was accepted.

### Deciding the outcome when a seller doesn't fulfill their return policy

When eBay steps in on a "remorse" return request and the transaction meets our [eligibility requirements](#coverage), we will look for all of the following:

- Evidence that the buyer and seller have each met their [return requirements](#requirements)
- [Proof of return delivery](#proof-returns), if the item was being returned

If we determine that the seller did not fulfill their return policy or did not meet their other return requirements, we will treat the case as if [the item did not match the listing](#not-described). If we determine that the buyer did not meet their return requirements, the buyer may not receive a full refund for the item and/or for original or return shipping costs.

## Return requirements and return shipping

Buyers and sellers may have a return case decided against them if they do not meet the requirements listed below and/or take action within the time frames specified in this policy.

### Seller return requirements

- When a buyer requests a return for item not as described reasons, the seller must respond within the return request and offer a solution to the buyer's issue
- When a buyer requests a return for remorse reasons, the seller must honor their return policy as specified in the listing
- When the seller is responsible for [return shipping](#return-shipping), the seller must provide a return shipping label or another return method that is acceptable to the buyer. eBay may provide the buyer with a return shipping label on the seller's behalf and will charge the seller for the cost of the label
- The seller's return address should be up to date in their [Addresses in My eBay](https://accountsettings.ebay.com/uas/addresses) - opens in new window or tab. If they haven't specified a return address, the item will be returned to the seller's registration address
- The seller must pay any



applicable customs fees or duties on the returned item

- When refunding the buyer, the seller must issue the refund through the return request on eBay
- When shipping a replacement or exchange item, the seller must provide the new tracking details to the buyer

### Buyer return requirements

- The buyer must return the item in the same condition in which it was received. If the item is returned used, damaged, or missing parts, some sellers may deduct the loss in value from the amount refunded to the buyer.

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)

When the seller is responsible for [return shipping](#return-shipping), the buyer must use the shipping label provided, or other return method agreed with the seller. If the buyer chooses to purchase their own label, they assume responsibility for return shipping, including the cost

Any images added to a return request must be relevant to the return reason and comply with our [Images, video and text policy](https://www.ebay.com/help/policies/listing-policies/images-videos-text-policy?id=4240)

When there are strong indicators that the buyer received a counterfeit item, the buyer must cooperate with us to ensure proper disposal of the item, and must not sell the item on eBay or elsewhere

### Return shipping

Depending on the reason for the return, the seller or the buyer may be responsible for arranging and paying for a suitable return method.

Reason for return	Who is responsible for return shipping
Items that don't match the listing	Seller
Remorse or "change of mind" returns	Per the seller's return policy in the listing ("free returns" or "buyer pays")

[Proof of delivery for returned items](#)

Returns should be sent with tracked shipping that can be independently validated. We require all of the

following to prove a successful return delivery:

- A delivery status of "delivered" or "attempted delivery" (or equivalent in the country to which the item was delivered);
- The date of delivery or attempted delivery;
- The recipient's address, showing at least the city/county or zip code (or international equivalent) that matches the seller's specified return address;
- Signature confirmation, on items with a total cost of \$750 or more. Learn more about our

[signature confirmation requirements](https://www.ebay.com/help/policies/member-behavior-policies/signature-confirmation-policy?id=5154)

If the party responsible for return shipping does not use a tracked service that meets these requirements, a case may be decided against them if the returned item doesn't arrive. Refunds and billing for return shipping costs

If the buyer is responsible for return shipping, the return shipping cost won't be included in the refund. If the seller is responsible for return shipping:

- Return shipping costs will be charged to the seller separately if:
- The seller authorized the buyer to use an eBay return label, or
- eBay provided a return label to the buyer on the seller's behalf
- If the seller sends funds to the buyer to pay for return shipping, the seller will not be refunded the amount by eBay even if the buyer chooses to not return the item.

## Estimated and actual delivery dates

Under eBay Money Back Guarantee, time frames to report an issue or request a return may be based on:

- The estimated delivery date (the latest date in the estimated delivery range that was provided to the buyer at checkout), or
- The actual delivery date (the date that tracking confirms the item was delivered, or the date that an item was collected)

The table below sets out which of these applies when determining the latest date to report an issue or request a return.

When tracking shows the item was delivered/collected before the estimated delivery date	Actual delivery/collection date	When tracking
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shows the item was delivered/collected after the estimated delivery date  
Estimated delivery date  
When no tracking information is available  
Estimated delivery date

Buyers can find estimated delivery information in their Purchase history. Sellers can find the estimated delivery information that was provided to the buyer at the top of their Order details page.

## Appeals and extensions

### Appeals

When eBay decides the outcome of a transaction issue, the buyer or seller may submit an appeal within 30 calendar days of eBay's decision. As part of reviewing an appeal, we may ask the buyer or seller to provide additional documentation. eBay reserves the right to seek

reimbursement from the seller for amounts refunded to the buyer, if a buyer successfully appeals.

### Extensions

In some limited situations, we may extend the time frames specified above for buyers and/or sellers to take action and meet eBay Money Back Guarantee requirements.

- In individual cases, extensions may be offered to take into consideration factors such as the buyer's location, the shipping service used, whether tracking is available to show the status of a shipment, a seller's extended return window, or other circumstances such as fraud.
- Extensions may be offered to buyers and sellers in particular locations to take into consideration delays due to circumstances such as natural disaster, national emergency, labor strike or governmental act. In most instances, we will

notify buyers and sellers with an

<https://community.ebay.com/t5/Announcements/bg-p/Announcements>

announcement on eBay.com - opens in new window or tab

## Refunds, payment holds and reimbursements

### Refunds to buyers

For most purchases, buyers are refunded to their original payment method. If we're unable to send refunds to the buyer's original payment method, we may provide refunds by another method such as PayPal, or by coupons or vouchers redeemable for purchases on eBay.

Currency exchange rate applied to refunds

If a buyer chooses to use eBay currency conversion by selecting to pay in their local

currency at checkout, the same exchange rate used at the time of purchase is applied when a refund is issued. eBay does not cover losses a buyer may sustain that are attributable to fluctuations in currency exchange rates applied to the refund by the buyer's bank, credit card issuer, or payment service provider. If you are a buyer, please check the currency conversion policy imposed by your credit card issuer, bank, or payment service provider for information about conversion rates applied to refunds denominated in foreign currency.

### Seller payment holds

If a buyer reports that they didn't receive an item or requests a return, or eBay steps in on an eBay Money Back Guarantee case, a seller's funds may be held by eBay as outlined in the [User Agreement](https://www.ebay.com/help/policies/member-behavior-policies/user-agreement?id=4259) and [Payments Terms of Use](https://pages.ebay.com/payment/2.0/terms.html) - opens in new window or tab.

### Seller reimbursements to eBay

If eBay determines that a buyer is entitled to a refund under this policy and issues a refund to the buyer on the seller's behalf, eBay may seek reimbursement from the seller by invoice, or by collecting the amount of the reimbursement from the seller as described in the [Payments Terms of Use](https://pages.ebay.com/payment/2.0/terms.html) - opens in new window or tab. If reimbursement is unsuccessful, we reserve the right to seek reimbursement through other means.

## Loss of coverage

Even if a transaction is eligible for eBay Money Back Guarantee, buyers can lose protection if they:

- Voluntarily close a request or case, or
- Open duplicate claims using other resolution methods, or
- Engage in fraudulent or abusive buying behavior, or
- Violate an eBay policy

[eBay policy](https://www.ebay.com/help/policies/default/ebay-rules-policies?id=4205)

### Duplicate claims

A buyer may not seek resolution for the same transaction under more than one buyer protection program. eBay may close a buyer's

eBay Money Back Guarantee case if the buyer files a chargeback or buyer protection claim for the same transaction with their payment provider (such as a credit card issuer or payment service provider), regardless of whether the chargeback or buyer protection claim is for the full or partial amount of the transaction. If a seller loses a chargeback they may be eligible for <https://www.ebay.com/help/policies/selling-policies/payment-dispute-seller-protections?id=5293> payment dispute seller protections. Fraudulent or abusive buyer behavior. Buyers will not be covered by eBay Money Back Guarantee if they make fraudulent claims or engage in activity as described in the <https://www.ebay.com/help/policies/rules-policies-buyers/buying-practices-policy?id=4374> Abusive buyer policy. This includes, but is not limited to:

- Colluding with a seller to wrongly declare an item's value for customs
- Filing a chargeback after receiving a refund
- Claiming an item was not received when there is proof of delivery to the address provided on the Order details page
- Falsely claiming an item was not as described
- Opening duplicate cases using other buyer protection programs
- Returning an item other than the original item received
- Using or damaging an item and then returning it

In addition to the consequences described in the <https://www.ebay.com/help/policies/member-behaviour-policies/user-agreement?id=4259> User Agreement, we reserve the right to indefinitely suspend an individual's coverage under eBay Money Back Guarantee and impose any other sanctions we may deem necessary including issuing warnings, blocking a buyer's ability to request returns or refunds on eBay and account suspension.

## Other terms and related policies

- We may provide buyers and sellers with access to each other's contact information in accordance with our <https://www.ebay.com/help/policies/member-behavior-policies/user-privacy-notice?id=4260> User Privacy Notice.

eBay Money Back Guarantee is not a product

warranty

For items shipped through the Global Shipping Program, the program's [Global Shipping Program terms and conditions for buyers](http://pages.ebay.com/shipping/globalshipping/buyer-tnc.html) - opens in new window or tab; describe how members are protected by eBay Money Back Guarantee

In certain situations, eBay may open a case on behalf of a user and decide the outcome immediately. For example, if a seller is suspended for fraudulent activity, we may automatically open a case and issue a refund to the buyer

We reserve the right to fix any processing errors we discover by debiting or crediting the payment method used for the incorrect refund or reimbursement

Buyers and sellers permit us to make final decisions about all cases, including appeals

Helpful links

[Seller protections](https://www.ebay.com/help/policies/selling-policies/seller-protections?id=4345)

[Condition of returned items policy](https://www.ebay.com/help/policies/member-behavior-policies/condition-returned-items-policy?id=4763)

[Signature confirmation requirements](https://www.ebay.com/help/policies/member-behavior-policies/signature-confirmation-policy?id=5154)

[Fee credits](https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128)

[Payments on hold](https://www.ebay.com/help/selling/getting-paid/getting-paid-items-youve-sold/payments-hold?id=4816)

[Handling payment disputes](https://www.ebay.com/help/selling/getting-paid/handling-payment-disputes?id=4799)

[Abusive buyer policy](https://www.ebay.com/help/policies/rules-policies-buyers/abusive-buyer-policy?id=4374)

buyer protection policy, embg, how does secure pay work, how secure

is,insurance,insurance claim,is a secure site,refund policy</h2>