

Order cancellation policy

We understand that there may be times when orders need to be canceled. Buyers can request a cancellation, but generally only sellers can cancel an order. We encourage sellers to accept a buyer's cancellation request as long as they haven't yet shipped the item.

Need more information about how to cancel an order? [For sellers](https://www.ebay.com/help/selling/getting-paid/sellers-can-cancel-order?id=4136)

[For buyers](https://www.ebay.com/help/buying/buyers-can-cancel-order/buyers-can-cancel-order?id=4004)

When a seller can cancel an order

A seller can cancel an order if:

- The buyer asks to cancel the order and they haven't shipped the item yet
- The buyer hasn't paid within the time allowed
- The buyer used the wrong shipping address when they completed their purchase

The item is out of stock (this will result in a [transaction defect](#))

Sellers won't be able to cancel an order if the buyer has reported that the item hasn't arrived, or has opened a return request. When a buyer purchases more than one item, the entire order will be canceled. Sellers can't cancel individual items when multiple items are purchased as part of the same order.

Actions & time frames for order cancellations

Action	Time frame
Buyer requested cancellations:	
The buyer requests to cancel an order	Learn more about

[how buyers can request to cancel an order](https://www.ebay.com/help/buying/buyers-can-cancel-order/buyers-can-cancel-order?id=4004). Latest: 60 minutes from

the time the buyer commits to buy the item, which is any of the following:

- They choose "Buy It Now" in a listing and pay for the item or select "Commit to Buy";
- They win an auction;
- The seller accepts the buyer's offer;
- The buyer accepts the seller's offer;

If this time frame has expired, the buyer can still contact the seller directly and ask if the order can be canceled. The seller responds to the buyer's request.

Latest:

- 3 calendar days after the request date;

If the buyer has paid for the order and the seller doesn't respond within this time frame, we'll close the request and the order won't be canceled. If the buyer hasn't paid for the order and the seller doesn't respond within this time frame, we'll automatically accept the cancellation.

Seller initiated cancellations: The seller cancels an order.

[Learn more about how sellers can cancel an order](https://www.ebay.com/help/selling/getting-paid/sellers-can-cancel-order?id=4136).

Latest:

- 30 calendar days after the seller receives notification that the item has sold;

If the buyer doesn't pay, the seller can cancel the order after 4 calendar days.

[Learn more about resolving unpaid items with buyers](https://www.ebay.com/help/selling/getting-paid/resolving-unpaid-items-buyers?id=4137).

If a cancellation has been initiated but isn't resolved within 30 days, we'll automatically close the request.

eBay vault orders and withdrawal requests We may cancel an eBay vault order when the buyer chooses to pay by wire transfer, but the full payment isn't received by eBay within 3 business days from the time the order is placed. For high value eBay vault orders and withdrawals, you may be contacted by our Authenticity Guarantee team to arrange for secure delivery. The order may be canceled in situations such as:

- We can't reach you to confirm the delivery details;
- You no longer want to withdraw the item;
- You can't take delivery within 10 calendar days;

The delivery address needs to be changed.

[Learn more about](#)

<https://www.ebay.com/help/selling/trading-cards-listing-tools/using-ebay-vault?id=5342>>Using the eBay vault.</h2 id="section3">Refunds</h2>If the buyer completed payment through eBay checkout and the seller cancels the order, a full refund will be issued to the buyer's original payment method.If payment was not completed through eBay checkout and the seller cancels the order (for example, the buyer paid by check or cash), the seller will be responsible for issuing a full refund to the buyer.</h2 id="section4">Abusing the order cancellation process</h2>Sellers aren't allowed to abuse the order cancellation process. A seller should never cancel an order and select an incorrect cancellation reason, including falsely claiming that the buyer failed to pay. Learn more in our Unpaid item policy.Activity on eBay is required to follow this policy, the eBay User Agreement and all applicable laws, as well as respect the rights of third parties. If it doesn't, eBay may take action consistent with applicable laws and the eBay User Agreement, and may even be legally required to do so. Such actions may include, as an example only: Removing the listing or other content, issuing a warning, restricting activity or account suspension.</h2 id="section5">Other terms and related policies</h2>Once an order has been canceled, it can't be undoneA seller may be eligible for fee credits for canceled ordersBuying an item or bidding on an auction on eBay is a commitment to complete a purchase. Buyers should pay for items within 4 calendar days or the seller can choose to cancel the order. If buyers have excessive canceled orders for unpaid items, they may be subject to the consequences outlined in our Unpaid

item policy and

<https://www.ebay.com/help/policies/rules-policies-buyers/abusive-buyer-policy?id=4374> A abusive buyer policy. A buyer can still leave feedback on a canceled transaction, unless the order was canceled because they didn't pay for the item. Learn more in our

<https://www.ebay.com/help/policies/payment-policies/unpaid-item-policy?id=4271> Unpaid item policy. Canceling an order because the item is out of stock will result in a transaction defect, as sellers are responsible for fulfilling the items they've sold. Learn more about the factors that affect a

<https://www.ebay.com/help/policies/selling-policies/seller-standards-policy?id=4347> seller's performance level. If the buyer has paid and the seller declines or doesn't respond to the buyer's request to cancel, they'll need to wait until the item is received and then

<https://www.ebay.com/help/buying/returns-refunds/return-item-refund?id=4041> start a return request; instead

cancel an order,how to cancel,canceling an order,canceling a purchase,cancel a purchase,order cancellation