

## Canceling an order

**GUIDE.SUMMARY** A seller can cancel an order when:

- An item is out of stock or damaged
- There's a problem with the buyer's address
- The buyer no longer wants an item they've won or purchased and asked the seller to cancel the order
- It's been 4 calendar days since the purchase date and the buyer hasn't sent payment for the item. The Buyer hasn't paid

reason flow will display in the flow once the transaction is eligible

## GUIDE.RELATED\_LINKS

[Related help pages](http://ebay.com/help/selling/getting-paid/cancelling-transaction?id=4136)

[How sellers can cancel an order](https://www.ebay.com/help/buying/cancelling-order/cancelling-order?id=4004)

[How buyers can cancel an order](https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128)

[Fee credits](https://www.ebay.com/help/policies/member-behaviour-policies/user-agreement?id=4259)

[eBay User Agreement](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL9713)

[Related solutions](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL9714)

[Buyer - How to request a seller to cancel a transaction](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL9724)

[Seller - How to cancel an order](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL9728)

[Seller - How to respond to a cancel order request](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL9796)

[Bought two items by mistake - only wanted one](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL9728)

target="\_blank">Seller backs out of transaction Buyer Paid</a></li> </ul>  
</h2></h2>GUIDE.TALKING\_POINTS </ul> </li></a>  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1136&ViewLocale=en\_US#tp\_memberq">General questions</a></li> </li></a>  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1136&ViewLocale=en\_US#tp\_buyerq">Buyer questions</a>&nbsp;</li> </li></a>  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1136&ViewLocale=en\_US#tp\_sellerq">Seller questions</a></li> </ul> </a>  
name="tp\_memberq"></a> General questions Can eBay cancel an order for a member?  
</ul> </li>eBay cannot cancel an order on a member's behalf</li> </li>We may  
cancel an eBay vault order when the buyer chooses to pay by wire transfer but the full payment isn't  
received within 3 business days. Learn more about </a>  
href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1779"  
target="\_blank">eBay vault</a></li> </ul> Internal Information </ul>  
</li>There are no admin tools for canceling an order</li> </ul> Can a buyer cancel an  
order? </ul> </li>If a buyer wants to cancel an order, they need to send the seller a  
request</li> </li>The seller should agree (but is not obliged) to cancel the order if the item  
hasnt been shipped</li> </li>The order cant be canceled if the item has been  
shipped</li> </ul> </b>Note:</b> A buyer will be able to request a cancellation  
within 1 hour from the time of order while the transaction is under delayed capture. The seller will  
not be notified, eBay will cancel the sale if the payment has not yet processed. Seller is only told  
about the transaction after the payment has cleared. How does a buyer ask a seller to cancel an  
order? </ul> </li>The buyer asks the seller to cancel the order through Help or through My  
eBay > Purchase history<br> Note: For step-by-step instructions, see</a>  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1136&ViewLocale=en\_US#instruct\_buyer">Request a cancellation</a></li> </ul> How long does a

seller have to respond to a buyers request to cancel an order and what happens if the seller doesn't answer? The seller has 3 calendar days to respond to the buyers request <ul> <li>If the seller doesn't respond within 3 calendar days AND the buyer has already paid, the order will NOT be canceled</li> </ul> Can a seller cancel an order? <ul> <li>A seller can cancel an order if: <ul> <li>An item is out of stock or damaged</li> <li>Theres a problem with the buyers address</li> <li>A buyer asks that an order be canceled</li> <li>A buyer hasn't paid for an item within 4 calendar days</li> </ul> </li> <li>The Issue with buyers address reason is not available to sellers when canceling orders for items sold through Authenticity Guarantee or eBay international standard delivery programs</li> </ul> How does a cancellation work? <ol> <li>The seller cancels the order</li> <li>If the buyer has paid, the buyer is refunded</li> </ol> <ul> <li>Note:&nbsp;For more details, see <a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1136&ViewLocale=en\_US#di\_memberexperience">Detailed Information & Member experience</a></li> <li>For information about the currency of refunds, see <a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1053#currency\_refunds" target="\_blank">eMBG - Refunds & Detailed Information & Currency of refunds</a></li> </ul> Can a buyer still leave feedback if an order is canceled? <ul> <li>A buyer can leave feedback for a canceled order if: <ul> <li>They paid for the item</li> <li>The cancellation was not requested by the buyer, unless the seller canceled the order because the buyer didn't pay for the item</li> </ul> </li> </ul> Is it possible to cancel an order at any time? <ul> <li>An order cannot be canceled if: <ul> <li>The transaction took place more than 30 calendar days ago</li> <li>The seller has already shipped the item</li> <li>The seller has already issued a refund for the transaction</li> </ul> </li> </ul> <a name="tp\_buyerq">Buyer questions</a> Is the seller required to agree to a buyers request to cancel an order? <ul>

The seller is not required to agree to a buyer's request to cancel an order. A bid or purchase is a binding contract. The seller has the right to decide whether they are willing to release the buyer from this contract. In some cases, the seller may have already shipped the item and is not able to cancel the order. What are my options as a buyer if a seller doesn't agree to cancel an order? If the seller doesn't accept your request to cancel the order, you can check the seller's return policy. If the seller offers returns, you can open a return request after receiving the item. Where can a buyer view the status of a cancellation request? A buyer can view their cancellation request in My eBay > Purchase history. Where can a buyer see a canceled order? Once an order has been canceled it appears in: My eBay > Purchase history > Canceled items. The seller canceled an order. The buyer is upset because they didn't agree to the cancellation. A seller doesn't need a buyer's permission to cancel an order. Sometimes, the seller discovers a problem with an item they've sold or runs out of inventory. The seller may have canceled the order if the buyer didn't pay within 4 calendar days. You can contact the seller to find another solution. What are a buyer's options when a seller cancels an order? If the seller cancels an order, you can purchase a similar item from another seller. The buyer is confused because they received a payment reminder after they requested to cancel or the seller canceled the order. Until the seller confirms the cancellation request, you may still receive payment reminders. Once your seller confirms the cancellation, you should no longer receive these reminder notifications, and you can disregard any that you may receive. The buyer says the seller has canceled their order, and has incorrectly claimed they are a previously blocked buyer, and the seller is abusing the cancellation reason. While a seller is able to cancel an order if they have reason to believe that a buyer is using another account to get around their blocked list, we do monitor cancellation behavior and will take action if

we find a seller is abusing this option

- Can I help you find another listing for the item you were looking for?

The buyer has attempted to purchase an item from a seller, but the seller has repeatedly canceled the order

- You can contact the seller to discuss this if you would like
- or I can help you find another listing for this item

Please ensure you pay for items within 4 calendar days, otherwise the seller may cancel the order

- The buyer is concerned the seller is abusing cancellations

- If you think that the cancellation violates our policies, please report the seller

eBay regularly reviews frequency of seller canceled transactions and looks at sellers with significantly high rates of cancellation to avoid abuse of this cancellation reason

- When a purchase is canceled because the item is out of stock, a transaction defect is recorded on the seller's account. Transaction defects can negatively affect a seller in multiple ways, so we encourage sellers to avoid canceling transactions to maintain good standing. For more about seller performance, see

<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1435>

**Seller performance standards**

- Does the seller have to agree if a buyer asks them to cancel an order?

- The seller should agree (but is not obliged) to cancel an order unless the item has already been shipped

- Where can a seller see their canceled orders?

- A seller can see their canceled orders:

- In the Sold section of My eBay

- In the Seller Hub, select the Orders tab, select Cancellations, and then select Canceled from the drop-down menu

- How does a seller receive a final value fee credit?

- In most cases, sellers will not be charged the final value fee until the buyer has made payment

- If the buyer paid, and the seller canceled the order because the item was out of stock or damaged, the seller will receive a credit for the variable component of the final value fee automatically.

- If the buyer paid, and the seller accepted the buyer's cancellation request, the buyer asked the seller to cancel an order,

or if there was a problem with the shipping address, the seller will receive a credit for the variable component of the final value fee and the per order fee of \$0.30. For more information, see our <https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128>

Fee credits help page. If the seller offered an offline payment method and the buyer elected to use an offline payment method, sellers will be charged the final value fee once they mark the item as paid and are not eligible for fee credits. See

<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1094>

Guide1094 - Final value fee overview

Sellers can find examples of fee credit calculations and information on other

eligible fees on the

<https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128>

Fee credits help page. What should a seller do if

they haven't received their final value fee credit yet?

If you haven't received your final value fee credit yet, we can check it for you

Internal Information

Follow the steps in the

[https://cskb.qa.ebay.com/csxbapp/art?page\\_content&id=GUIDE1136&ViewLocale=en\\_US#sellerworkflowstart](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1136&ViewLocale=en_US#sellerworkflowstart) M2M Workflow

Resolving issues for sellers

When can a seller relist an item?

A seller can relist the item as soon as the cancellation is complete

If the item was a single-quantity, Buy It Now item, it will be automatically relisted. If the seller doesn't want the item to be relisted, the seller can simply uncheck the Relist item box when canceling the order

The item may be automatically relisted if the seller has set up their

<https://www.ebay.com/Cancel/Preference/UnpaidPurchase> selling

preferences to do so

If more than 4 calendar days have passed and the buyer hasn't paid for an item, the seller can cancel and relist the item in a single step. For

step-by-step instructions, see

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1136&ViewLocale=en\\_US#cancelandrelist](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1136&ViewLocale=en_US#cancelandrelist)&Cancel and relist

When should a seller use the reason Buyer hasn't paid to cancel a transaction? The seller can cancel an order using the Buyer hasn't paid reason if the buyer failed to pay for their item within 4 calendar days, and:

- The buyer committed to purchasing the item
- The buyer won an auction
- The buyer accepted the offer
- The seller has accepted the buyers Best Offer

How can sellers manage buyers with a pattern of unpaid items?

- Sellers can block purchases from buyers who have more than two unpaid cancellation records on their account by setting their

<https://www.ebay.com/Cancel/Preference/UnpaidPurchase> Buyer management preferences

- They can also set up automated cancellations for unpaid purchases using <https://www.ebay.com/Cancel/Preference/UnpaidPurchase> Preferences for items awaiting payment (formerly UPI assistant)

Does this mean that the buyers don't get any consequences from not paying for their items?

- Buyers with excessive cancellations for Buyer hasn't paid reason, may be restricted or suspended for abusive buying practices
- Failure to pay for items is considered a violation of our abusive buyer buying policies. All unpaid items are recorded on a buyers account. Buyers who have excessive unpaid items, or canceled transactions, may have limits imposed, or lose their buying privileges

Can sellers handle unpaid items automatically?

- Sellers can set up their preferences to cancel orders automatically if a buyer doesn't pay
- The cancellation can occur after 4 calendar days, or up to 30 days
- If you would like to handle unpaid orders manually, you can do so by canceling an order before the order reaches the auto cancellation window, or by changing your

<https://www.ebay.com/Cancel/Preference/UnpaidPurchase> Preferences for items awaiting payment

- at any time
- You can block buyers from

purchasing your items if they have a history of unpaid cancellations, or you can exempt certain buyers from having their orders automatically canceled

- Can sellers turn off unpaid purchase preferences at the item level?

The feature is applied at order level and cannot be turned off at item level

- Does a seller receive a defect when they cancel an order?
- If a seller cancels an order because the item is out of stock or damaged, they receive a defect
- A seller does not receive a defect if the cancellation is due to issues with the buyer's address, or if the order was canceled because the buyer never paid

Can eBay remove a defect for a canceled transaction?

- In most cases, eBay does not remove defects for canceled transactions
- There are few exceptions. For details, see <https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1118>

Seller performance and feedback policy - Removal and appeal of defects, late shipment, and feedback (GUIDE1118)

- What should a seller do if they believe they received an order from a buyer who was previously blocked?

The seller can cancel the order using Issue with buyer's address as the reason

## GUIDE.DETAILED\_INFORMATION

[https://cskb.qa.ebay.com/csxbapp/art?page\\_content&id=GUIDE1136&ViewLocale=en\\_US#di\\_memberexperience](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1136&ViewLocale=en_US#di_memberexperience)

Member experience

- What can go wrong with a cancellation?

What is the member experience when a buyer asks a seller to cancel an order?

- Buy It Now
- The buyer purchases a Buy It Now item.
- The buyer changes their mind about the item and submits a cancellation request from Purchase History or Help.
- If the seller accepts the request, the order is canceled, the buyer is automatically refunded, and the seller receives a credit



for the variable component of the final value fee and the per order fee of \$0.30. For more information, see our [Fee credits help page](https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128). Note:

- If the seller doesn't accept, the order is not canceled and the buyer is notified that the order can't be canceled.
- For information about the currency of refunds, see [eMBG - Refunds Detailed Information Currency of refunds](https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1053#currency_refunds).

Auction or Best Offer

The buyer wins an auction or agrees on a Best Offer.

The buyer changes their mind about the item and submits a cancellation request from Purchase History or Help.

If the seller accepts the request, the order is canceled, the buyer is automatically refunded if they've paid, and the seller receives a credit for the variable component of the final value fee and the per order fee of \$0.30.

For more information, see our [Fee credits help page](https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128). Note:

- If the seller doesn't accept, the order is not canceled, and the buyer is notified that the order can't be canceled.

What is the member experience when a seller cancels an order?

Buy It Now

The buyer purchases a Buy It Now item.

The seller cancels the order and receives a credit for the variable component of the final value fee only. The per order fee of \$0.30 will also be returned to the seller if the buyer asked the seller to cancel an order or if there was a problem with the shipping address. For more information, see our [Fee credits help page](https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128).

The buyer is notified and automatically refunded.

The seller receives a transaction defect if

the cancellation is due to the item being out of stock or damaged.

- For information about the currency of refunds, see [eMBG - Refunds Detailed Information Currency of refunds](https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1053#currency_refunds)

Auction or Best Offer

The buyer wins an auction or agrees on a Best Offer.

The seller cancels the order. If the seller was charged a final value fee, they receive a credit for the variable component of the final value fee only. The per order fee of \$0.30 will also be returned to the seller if the buyer asked the seller to cancel an order or if there was a problem with the shipping address. For more information, see our [Fee credits help page](https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128).

Note: The seller can cancel 4 calendar days after the buyer committed to buy the item if the buyer had not paid

The buyer is notified and automatically refunded if they paid for the order.

What can go wrong with a cancellation? The buyer wants to cancel an order, but the seller doesn't want to cancel it

Sellers have the option to accept or decline a cancellation request

If the seller declines the request, the buyer may wait to receive the item, then submit a return request if they no longer wish to keep it

If the buyer does not receive the item, they can file an INR

The seller didn't agree to the buyer's cancellation request

The seller may have already shipped the item

If the seller doesn't refund or ship the item, the buyer can

[file an INR](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1566#instruct_buyer)

after EDD has passed

If the seller does ship the item, the buyer may be able to

[file a return](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1567#tp_buyer1)

The buyer didn't receive the refund after the cancellation

<ul> <li>The seller canceled the order&nbsp;but the refund is stuck in pending status. A canceled transaction stuck in pending status will show this status for a maximum of 3 days.&nbsp;After the 3 day period we close the cancel transaction without a refund and this will show as: CANCEL\_CLOSED\_NO\_REFUND. The buyer can still file an INR while the cancel transaction is in pending or no refund status.</li> <li>If the seller sent a partial refund, the order cant be canceled and the buyer can file an INR</li> </ul> The seller is receiving an error when trying to issue a refund <ul> <li>For information on refund failures, see <a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1053#currency\_refunds" target="\_blank">eMBG - Refunds > Detailed Information > Troubleshooting when a refund fails</a></li> </ul> The buyer didnt use eBay to check out and pay for the item <ul> <li>If the buyer didnt pay for the item within 4 calendar days, the seller can cancel the order</li> </ul> The seller refunded the buyer outside of eBay <ul> <li>If the seller refunded the buyer outside of eBay, the cancellation is complete once the seller cancels the order on eBay</li> </ul> The buyer is told that an order was canceled at the buyers request, but the buyer didnt ask the seller to cancel the order. The buyer is confused. <ul> <li>The seller chose the wrong reason when canceling the request</li> </ul> Internal Information <ul> <li>Sellers sometimes accidentally choose the wrong reason when canceling an order, but it is usually done intentionally, to avoid a defect</li> </ul> The seller or buyer wants to cancel one item within a combined order <ul> <li>It isnt possible to cancel one item within a combined order</li> <li>The only option is to cancel the entire order and then to rebuy the other items</li> </ul> The seller believes the buyer was previously blocked. What should they do? <ul> <li>Sellers can now use the cancel transaction process, if they believe a buyer from their blocked buyer list has circumvented the block&nbsp;and repurchased the item. This can cause some confusion from the buyer regarding why their order is being canceled</li> <li>We suggest sellers use the Problem with the buyers address&nbsp;as the reason to cancel. This will cause confusion with the buyer, so sellers

should be transparent with the buyer why they are canceling the order

Buyers are not allowed to use a secondary account to bid on an auction after their primary account was placed on a seller's Blocked Bidder list or blocked by the Buyer Requirements Feature.

<https://cskbapp5.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1307>

See Guide 1307 for Blocker buyer policy

If you believe this buyer was previously blocked from purchasing, you can [report a buyer](https://spd.ebay.com/RBASellerHub)

## GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1136&ViewLocale=en\\_US#instruct\\_buyer](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1136&ViewLocale=en_US#instruct_buyer) Buyer

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1136&ViewLocale=en\\_US#instruct\\_seller](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1136&ViewLocale=en_US#instruct_seller) Seller

Buyer Request a cancellation To request a cancellation through Help:

- Select

<https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1136/Cancel1.png>

Help & Contact

Under Need help with your recent orders?

select the

<https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1136/Cancel1a.png>

order you want to cancel

Select Canceling an order

On the Canceling an order page, select Continue

On the next page, select Request a cancellation

Review the information on the next page, and then select Submit

The seller has 3 calendar days to respond to your request

To request a cancellation through your purchase history Less than 1 hour after sale (and the order is not marked as shipped) :

- Go to My eBay and select Purchase history
- Select Ask to cancel

order.</li> <li>Click Submit on the next page to send your request.</li> </ol>

More than 1 hour after sale (and the order is not marked as shipped) : <ol> <li>Go to My eBay and select Purchase history.</li> <li>Locate the item, and then select Contact seller from the drop-down menu.</li> <li>Select Request to cancel this order.</li> <li>Select Contact the seller.</li> <li>Enter a message for the seller explaining the reason for wanting to cancel.</li> <li>Select Send message.<br> The seller has 3 calendar days to respond to your request.</li> </ol> Seller<a id="instruct\_seller" name="instruct\_seller"></a>   Respond to a buyers cancellation request To accept to a buyers request to cancel an order: <ol> <li>Open the buyer's cancellation request in My eBay or the Seller Hub</li> <li>Select <a href="https://cskb.qa.ebay.com/library/EBAY/1136/Accept1.png" target="\_blank"><b>Accept</b></a>, and then select Submit </ul> <li>Note: See the <a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1136&ViewLocale=en\_US#cancelandrelist">Cancel and relist an unpaid item</a> section below for details on relisting an item after a cancellation. </li> </ul> </ol> <br> To let a buyer know you cant cancel an order: <ol> <li>Select <a href="https://cskb.qa.ebay.com/library/EBAY/1136/Accept.png" target="\_blank">Decline</a></li> <li>Select Submit</li> </ol> Cancel an order To cancel an order through Help: <ol> <li>Select <a href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1136/Cancel1.png" target="\_blank">Help & Contact</a></li> <li>Under Need help with your recent orders? select the order you want to cancel</li> <li>On the Canceling a transaction page, select the reason for canceling the transaction, then Continue</li> <li>If the order has been paid for, select Send Refund. The buyer will be refunded to their original payment method</li> <li>If the order hasn't been paid for,

and it has been more than 4 calendar days, select **Buyer hasn't paid**

To cancel an order through My eBay Sold:

Go to My eBay Sold

Locate the order you want to cancel

From the more actions drop-down menu, select **Cancel this order**

Choose a reason for the cancellation and select **Submit** to finish

Note: If item is eligible, but you do not want it to be relisted, select **No** next to [Relist this item?](https://cskb.qa.ebay.com/library/EBAY/GUIDE1136/Relist.png) before submitting the cancellation.

To cancel an order through Seller Hub:

Go to Seller Hub

Locate the order you want to cancel

From the more actions drop-down menu, select **Cancel order**

Choose a reason for the cancellation and select **Submit** to finish

Note: If item is eligible, but you do not want it to be relisted, select **No** next to [Relist this item?](https://cskb.qa.ebay.com/library/EBAY/GUIDE1136/Relist.png) before submitting the cancellation.

[Cancel and relist an unpaid item](#)

To cancel an order:

If a buyer hasn't paid for an item within 4 calendar days, you can cancel and relist the item

To cancel and relist:


Go to My eBay Sold

Locate the order you want to cancel

Select **Cancel**

If the item was a single-quantity, Buy It Now item, it will be automatically relisted. If you don't want the item to be relisted, you can simply uncheck the Relist item box when canceling the order.

Cancel order - flowchart



GUIDE.TIPS\_FOR\_MEMBERS

[Buyer To avoid cancellations](#)

Carefully read the description and review the pictures

before bidding on or buying an item</li> </li>Contact the seller with any questions before bidding on or buying an item</li> </li>Only bid on items that you are willing to buy</li> </li>Ensure you have enough money to pay for the item before bidding or buying and pay for the item within 4 calendar days of purchase</li> </li>Limit who can access your account (dont share passwords or allow others to use your account)</li> </li>Sign out of eBay if you share your computer or tablet</li> </ul> Seller To avoid cancellations </ul> </li>Keep your inventory well stocked</li> </li>Use the restock advice in Seller Hub to ensure that you dont run out of inventory</li> </li>If an item is damaged or unavailable, end the listing immediately</li> </ul> </h2>