

Ending a listing early

GUIDE.DETAILED_INFORMATION Your ability to end an auction-style listing early depends on the amount of time remaining in the listing and whether you've received any bids.

Timing	Number of bids	Can the listing be ended early?	Fee for ending a listing early
12 or more hours left in the listing	No bids	Yes	No
12 or more hours left in the listing	1 or more bids and you want to sell to the highest bidder	Yes	No
12 or more hours left in the listing	1 or more bids and you want to cancel bids	Yes	Yes
12 or more hours left in the listing	1 or more bids, but the item's reserve price wasn't met	Yes	No
Less than 12 hours left in the listing	No bids, including no canceled bids	Yes	No
Less than 12 hours left in the listing	No bids, because you've canceled them	No	No
Less than 12 hours left in the listing	No bids, but the item's reserve price wasn't met	No	No
Less than 12 hours left in the listing	1 or more bids	Yes, but you must sell the item to the highest bidder	No

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE End a listing early

Remember: This isn't the only way to end a listing. There may be a more efficient way to end the listing based on the type of customer you are speaking with. Try to tailor your conversation to fit their needs. Ending a listing early will remove all watchers from the item. If they have a listing

with variations and want to change it to an auction-style or single-quantity fixed price listing, they will need to end the listing with variations. Then they will need to create a new listing for each item.

- Go to the eBay Site Map (link found at the bottom of the eBay homepage).
- In the Sell column, under Selling Activities, click End Your Listing.
- Enter the item number for your listing and click Continue. The item number is found in your listing confirmation email or in the Active listings section of My eBay.
- If there are bids on your item, choose how you want to end them:
 - If there are 12 or more hours before the end of the listing, select Cancel bids and end listing early or Sell item to high bidder.
 - If there are less than 12 hours before the end of the listing, your only option is Sell item to high bidder.
- Select the reason you're ending your listing early and click End My Listing.
 - The item is lost, broken, or otherwise no longer available for sale.
 - You made a mistake when creating the listing.
 - The start price or reserve price is incorrect.
 - The listing contained an error.

You can also end a listing in Seller Hub or My eBay.

How to end a listing in Seller Hub:

- Go to the Active listings page in Seller Hub.
- Select the checkbox next to the item you want to end.
- From the dropdown menu, select End Item.

How to end a listing in My eBay:

- Go to Active in the Selling section of My eBay.
- Find the item, and from the dropdown menu, select End listing.

How to end listings in bulk:

- To end multiple listings at once, select the checkbox next to each item and from Actions, select End.

GUIDE.SUMMARY

What

- In certain instances you may need to end a listing before the item sells.
- When
- There are no restrictions on ending a fixed price listing early.
- Some restrictions and fees are associated with ending an auction-style listing early.
- You aren't allowed to cancel bids and end listings early

to avoid selling an item that did not meet a desired sale price. This is considered to be a violation of our

[reserve price policy](http://pages.ebay.com/help/policies/listing-reserve.html)

GUIDE.RELATED_LINKS

Related help pages

[Ending a listing early](http://pages.ebay.com/help/sell/end_early.html)

http://pages.ebay.com/help/sell/end_early.html

[Ending your vehicle listing early on eBay Motors](http://pages.ebay.com/help/sell/motors-end-early.html)

<http://pages.ebay.com/help/sell/motors-end-early.html>

GUIDE.TALKING_POINTS

Cancellation fees

When a buyer bids on an item, it represents not just their interest but usually a good amount of research and time. Having that bid and the item canceled is not a good experience. To help avoid unnecessary cancellations, we may charge a fee for ending a listing early.

This fee is equal to the final value fee (not including shipping charges) you would have paid had the listing ended on its own and sold to the highest bidder (at the time you ended the listing).

This fee doesn't apply to:

- Real Estate
- Commercial Real Estate
- Residential Real Estate
- Motor Vehicles
- Cars & Trucks
- Motorcycles
- Other vehicles & trailers
- Boats
- Powersports
- Classified Ads selling format

We understand that sometimes it may be necessary to end a listing early - that's why we don't charge a fee for the first auction-style listing you end early per calendar year (January 1 to December 31).

If you regularly end listings early, your account may be subject to account restrictions and other consequences.

If we credit this fee, you can see the credit for the cancellation fee when it auto credits under "Promotional Savings" on the invoice.

Listing fees

Listing

fees cover the cost of advertising the item on eBay and making it available to the millions of buyers who shop our marketplace. As such, we charge listing fees (such as insertion fees, optional upgrade fees) regardless of whether the listing ends successfully.

- End listings in bulk
- To end multiple listings at once, select the checkbox next to each item and from Actions, select End.
- Can't end listing without selling
- Before the listing ends, contact the bidders, explain the situation, and encourage them to retract their bids.

GUIDE.TIPS_FOR_MEMBERS

Tips to avoid ending your listing early:

- Price your items carefully and use reserves. While it's always best to price your items competitively, if there's a minimum amount you're willing to accept for an item, you can set that amount as the reserve price for your auction-style listing.
- Check your listing before you submit it. Many sellers end auction-style listings early to correct errors in their listings. Make sure all of the information in your listing is correct before you create your auction-style listing.
- Manage your inventory carefully. If you have only one or a small number of an item to sell, don't list the item for sale elsewhere. That way, you won't have to end an auction-style listing early because you no longer have the inventory.
- Revise your listing to add more detail instead of ending it early. If you want to add pictures or additional details to your auction-style listings, you can often do this without canceling your listing.
- Consider blocking certain types of buyers. To avoid ending auction-style listings early because you've received bids from buyers who don't meet your requirements, specify these requirements in your listings so buyers who don't meet these requirements won't be able to bid on your item.