

Changing your shipping details after a purchase

If you've already completed your purchase but need to make a change to your address or shipping details, contact the seller as soon as possible to let them know.

If you need to change the shipping address or shipping service for an item you bought, you'll have to contact the seller before they send the package. You may need to ask the seller to cancel the order and buy the item again with the correct details.

Are you a seller looking for information on shipping options and sending items? Read our articles

[Setting up shipping options](https://www.ebay.com/help/selling/posting-items/setting-postage-options?id=4089)

[Labels, addressing and packaging tips](https://www.ebay.com/help/selling/posting-items/labels-packaging-tips?id=4085)

If the seller has already sent your package, they won't be able to make changes to your order. If possible, try to collect your item from the address used at checkout.

Changing your shipping address after you've bought an item

Sellers generally can't change the shipping address that you provided at checkout. If they haven't yet sent the item, the best thing to do is

to ask the seller to cancel the transaction, then repurchase the item with the correct shipping address. If you made your purchase in the last hour, you can ask the seller to cancel the order,

by selecting the 'Cancel order' button below

[Cancel order](https://www.ebay.com/help/action?topicid=4004)

Once you've asked a seller to cancel the order, they can either accept or decline your request within 3 calendar days. If the seller accepts, we'll send a confirmation of the cancellation to both your registered

email address and your [eBay Messages](https://mesg.ebay.com/mesgweb/ViewMessages/0) - opens in new window or tab. If the seller declines, or

has already shipped your order, the package will be sent to the address you originally selected. If the seller doesn't respond within the 3 calendar days, and you haven't paid yet, the order will be automatically canceled. If it's been more than an hour since your purchase, you'll need to contact the seller and ask them to cancel it for you. Here's how:

- Go to <http://www.ebay.com/myb/PurchaseHistory>, and find the order you want to cancel.
- Select Contact seller.
- Choose Request to cancel this order, and then Contact the seller.
- Explain to the seller why you need to cancel, and select Send.

For more help, see our article on <https://www.ebay.com/help/buying/buyers-can-cancel-order/buyers-can-cancel-order?id=4004> canceling an order. If the seller has already shipped your order, or if they don't accept the cancellation, the package will be sent to the address you originally selected.

Changing the shipping service after you've bought an item

If the seller hasn't sent your package yet, you can ask them if it's possible to change the shipping method. If they agree, you may need to pay extra for an express or tracked option. If the seller isn't willing to change the shipping method, you can ask them to cancel the order using the button above, and buy the item again with the correct shipping method.

Changing your shipping details at checkout

When you're buying an item, we'll automatically enter your primary shipping address in the Ship to field at checkout. If it's incorrect, or if you want to send the item to a different address, select [Change](#). You can then edit the address, select a different address, or add a new address. Before completing your purchase, always make sure to double check that your address and shipping service are correct.

Tip You can add, update, or delete shipping addresses, including changing your primary shipping address, in the [Addresses](https://settings3.ebay.com/address/display?type=SHIPPING) section - opens in new window or tab of My eBay. You can find out more in our article

about

changing the address on your eBay account.</h2>

<h2>Change shipping eBay,Change shipping method eBay,eBay change shipping,eBay change shipping method,Cancel postage,Cancel shipping,eBay change address,eBay changing address</h2>