

Returns, items not received, and refunds for buyers

In most cases, if your order doesn't arrive, or is faulty or damaged, you'll get your money back or a replacement. Most sellers accept returns if you've changed your mind – check the listing for details of their returns policy.

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Are you a seller? Read our article about

<https://www.ebay.com/help/selling/managing-returns-refunds/managing-returns-refunds?id=4079>

managing refunds and return requests

To help you find the information you need, we've put together an overview of how the process works, with links to useful articles.

When an item doesn't arrive or you need to return something:

- Open a request

- to let the seller know that your item hasn't arrived, or that you want to return it.

- Try to work things out – we ask sellers to respond within 3 business days and resolve your request.

- Ask eBay to step in and help

- if the seller hasn't responded or things aren't resolved.

Let the seller know by opening a request

If you want to return an item, or if something's gone wrong with your order,

the first step is to open a request from your Purchase history. Most sellers are happy to work with

you, but if you're unable to resolve an issue or the seller doesn't honor their stated return

policy, you may be eligible for

<https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guarantee-policy?id=4210>

eBay Money Back Guarantee.

<https://www.ebay.com/help/buying/returns-refunds/reporting-item-didnt-receive?id=4042>

Get help with an item that hasn't arrived

If you haven't received your item, you can check to see when it's due to be delivered. If the estimated delivery date has passed and

you're still waiting, report that your item hasn't arrived so the seller can help you out.Return an item for a refundIf you've changed your mind about an item, check the listing for full details of the seller's return policy. Most purchases are covered by eBay Money Back Guarantee, which means that if the item arrives damaged, is faulty or doesn't match the listing, you can return it for a refund – even if the seller doesn't accept returns.Get help if you bought as a guestIf you bought an item on eBay as a guest, you can still request a return or report that an item hasn't arrived, and the seller should help resolve your issue.<h2 id="section2">Try to work things out with the seller</h2>Once you've opened a return request or reported that an item hasn't arrived, the seller should respond within 3 business days.Check the status of your requestYou can check back regularly to see the seller's response and to find out what you need to do next.Return shipping for buyersWhen the seller has accepted your return, you need to send the item back to them. Who pays the shipping costs depends on why you're returning it.<h2 id="section3">If the seller wasn't able to help, ask eBay to step in</h2>Most of the time sellers will be able to resolve your issue, but if they haven't responded after 3 business days or they haven't been able to fix things for you, we're here to help.Ask eBay to step in and help for buyersWhen we step in, we'll review the details of your case and get back to you and the seller with our resolution. For more information about how eBay

decides the outcome of a case, see eBay Money Back Guarantee.A
ppeal the outcome of a case as a buyer;If you disagree with our resolution after we've
stepped in, you can ask us to take another look. You'll have to provide additional details, such
as photographs showing what's wrong with the item.</h2>

<h2>eBay returns,eBay refunds,How to get a refund on eBay,eBay returns process,open
case,open request,report missing item,resolution,money back,open claim,I didn't receive my
item,missing item,where is my order,where is my refund,ask eBay to step in,order didn't
arrive,changed mind about an item,seller didn't answer,eBay Money Back Guarantee return,eBay
Money Back Guarantee,eBay Money Back Guarantee refunds</h2>