

## Offering local pickup

If the item you're selling is large or difficult to ship, offer local pickup and the buyer can collect it in person.

With local pickup, you need to offer buyers at least one of the approved electronic payment methods.

Are you a buyer looking for information on collecting an item? Read our article on <https://www.ebay.com/help/buying/postage-delivery/changing-delivery-address-method/local-pickup?id=4056>

buying a local pickup item

Adding local pickup to your listing

When creating your listing, simply select No shipping: Local pickup only from the dropdown menu in the Shipping details section. Make sure you enter your ZIP code in the item location because it will show on your listing.

You can also offer local pickup in addition to other shipping options. Check the Offer local pickup box under your shipping options.

Payment options for local pickup

In your payment options, select Pay on pickup and any other payment methods you'd like to accept.

You need to offer buyers at least one of the approved electronic payment methods, and you cannot discourage buyers from using any payment method you specified in the listing.

Tip For local pickup items, we don't recommend accepting payment methods that take time to clear, such as checks.

Arranging pickup

In your item description or checkout instructions, specify when and how the buyer can collect the item. Don't add your full address, just the area will do. You may need to get in touch with them after the listing ends to confirm the details of the pickup.

Read our article on <https://www.ebay.com/help/selling/listings/listing-tips?id=4104>

listing tips

for more on how to list an item.

Proof of pickup

Proof of pickup is

required to protect you against item not received cases. [proof](#) For proof of pickup you can: 

- use the eBay app to scan the QR code the buyer received through email
- use the eBay app to manually enter the 6-digit code the buyer received through email

 To scan the QR code: 

- Go to Selling on the eBay App
- Go to the Sold tab
- Select the Arrange Pickup banner
- Tap the Scan to confirm pickup button

 If the buyer doesn't have the QR code available, ask them for the 6-digit code they received through email and manually enter it in the app. Tip When you scan or manually enter these codes, the item will immediately be marked as delivered but you'll still need to mark the item as paid if you collect cash at the time of delivery. If you don't want to use the app, ask the buyer to sign a copy of the eBay order form at the time of pickup.

## Managing returns and item not received requests

Returns for local pickup listings should be treated the same as other delivery options. If the buyer returns an item because it's faulty or it isn't as described in the listing, they can return it to you even if your return policy states you don't accept returns. If the buyer simply changed their mind and you stated in your listing that you don't accept returns, you're not obliged to accept their return request. See our article on [how to handle a return request as a seller](https://www.ebay.com/help/selling/managing-returns-refunds/handling-return-requests?id=4115) for more information. To protect yourself against item-not-received cases, [proof of pickup](#) is required.

## Buying and selling off eBay

One of our top priorities is protecting our members, so sales that started on eBay can't be completed off our site. If a sale is completed off eBay, neither buyers nor sellers are covered by our protection programs if something goes wrong, and you'll still need to pay fees. See our [policy](https://www.ebay.com/help/policies/payment-policies/offers-buy-sell-outside-ebay-policy?id=4272) for more information.

<h2>Local Pickup eBay,cash on collection,cash on delivery,pay after delivery</h2>