

RETURNS ON EBAY

eBay has a flexible, customizable returns process which allows you to manage and respond to different types of return requests promptly and efficiently. To learn more, visit [ebay.com/returns](https://www.ebay.com/returns).



Look for the yellow light bulb icon indicating you can save time by customizing your return preferences and automating tasks.



BUYER REQUESTS A RETURN

To request a return, your buyer:

- Selects the item from their purchased items
- Chooses a reason for the return and adds additional details or photos



YOU'RE NOTIFIED OF A RETURN REQUEST

Now it's time to take action. Here's where you can:

- Accept the return
- Send the buyer a refund without shipping the item back
- Provide a partial refund
- Send a message to your buyer
- Decline the request if it's outside of your return window



SEND A RETURN-SHIPPING LABEL TO YOUR BUYER

Select from the following [return shipping options](#):

1. Send the buyer an eBay label
2. Upload your own shipping label
3. Confirm you've already sent a label outside of the returns process and enter tracking.

Note: If your buyer is paying for return shipping, request they print an eBay label.



BUYER SHIPS THE ITEM BACK TO YOU



INSPECT THE ITEM AND ISSUE THE BUYER A REFUND

Once your item comes back, check it carefully and refund the buyer within 6 business days.



THE RETURN IS NOW CLOSED

Once the return is closed, eBay makes it easy for you to privately [alert us](#) if you feel a buyer was misusing returns without any impact to your seller standards.

MAKE RETURNS WORK TO YOUR ADVANTAGE

- [Review and reevaluate your return preferences](#) on a regular basis to make sure they continue to meet your business needs.
- [Offer a generous return policy](#) as often as you can to attract more shoppers to your listings—and close more sales.
- [Watch our returns videos](#) to find out how easy it is to offer returns on eBay and expedite the process for you and your buyers.



For more information visit [ebay.com/returns](https://www.ebay.com/returns)