


SHOP ON EBAY WITH COMPLETE CONFIDENCE

From buying, to shipping, to returns, and more, eBay is here for you all the way





NEED TO RETURN AN ITEM?

It's easy to do on eBay

Whatever you're looking for, whatever you want to buy, millions of items on eBay are returnable. Before you bid or buy an item, check the seller's return policy. If the seller offers returns, you can **follow these easy steps** to make a return.

[Learn more ▶](#)

1

Start your return

Select the item you want to return in your purchase history on [My eBay](#).

2

Ship the item back

If the seller asks, send the item back as soon as possible.

3


Receive your refund

If the seller doesn't refund your money, eBay will step in.

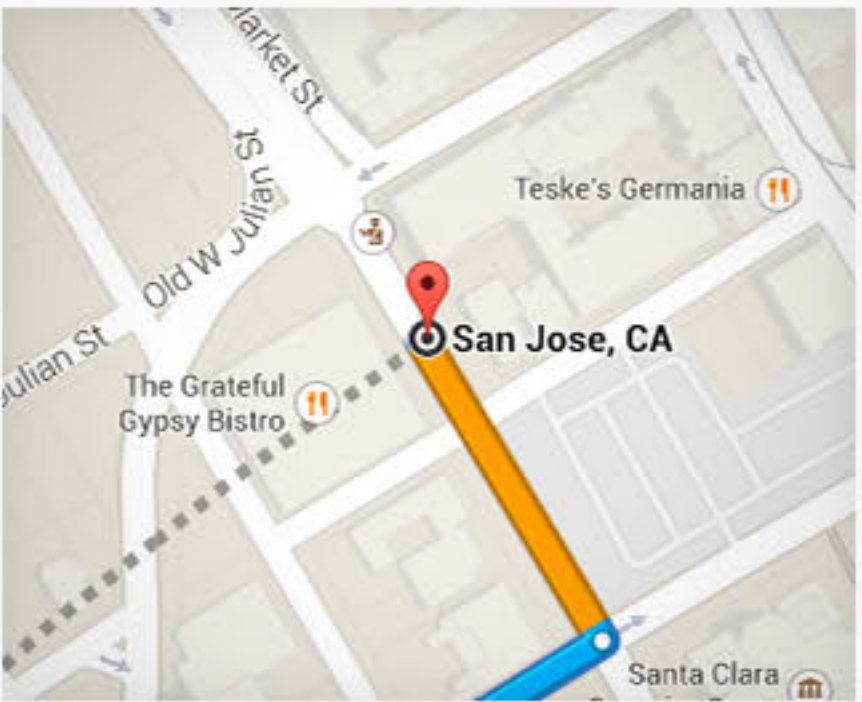
TRACKING


Check the item description for shipping terms and tracking instructions

Tracking is available on millions of items. You can check your item's status at any time in My eBay. If the item is delayed, you're still covered by the eBay Money Back Guarantee.

 And look for **Fast N' Free** on the listing—lots of eBay sellers offer it.

[Learn more ▶](#)





STILL DIDN'T GET WHAT YOU ORDERED?

The eBay Money Back Guarantee will make it right

If the item isn't exactly what you ordered, eBay will make it right by covering your purchase price plus original shipping on virtually all items.

[Learn more ▶](#)

1

Go to My eBay

Go to [My eBay](#), find the item in your *Purchase History*, and select the reason for the return.

2

Not resolved? Let us know.

If your issue's not resolved in 3 business days, [contact us](#).

3

We'll get your money back


You'll hear from us in 48 hours if you still haven't received your item or it isn't as described.

PURCHASED A VEHICLE ON EBAY?

You're covered by the Vehicle Purchase Protection (VPP) program

The eBay Motors Vehicle Purchase Protection program covers up to \$50,000 when your transaction is completed through eBay. You're automatically enrolled at no charge. Restrictions apply.

[Learn more ▶](#)



PayPal

Buy it now or bid instantly on anything under the sun. New or used, we securely process every single purchase with ease.

[Learn more ▶](#)

Get the best service

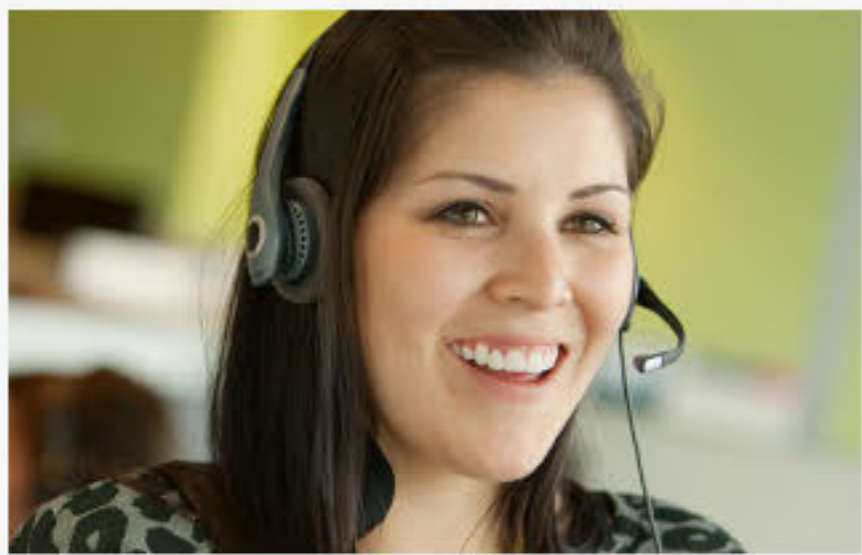
With same-day shipping and tracking, 14-day returns, and the highest buyer ratings for service, eBay Top Rated Sellers deliver the customer service you expect.

[Learn more ▶](#)

My eBay

Whether you want to shop, track an item, ask a question, or return an item, My eBay is your one-stop destination for everything eBay related.

[Go to My eBay ▶](#)



EBAY CUSTOMER SERVICE

Have a question? Need to resolve an issue? We're here to help. Customer Support is available 7 days per week.

[Contact us](#)

WANT MORE INFORMATION?

Returns

Can I return items that I've decided I don't want or need?
You can return an item in the condition it was received if you change your mind. [See more details](#)

What if the seller doesn't give me a refund?
If you haven't received a refund after 5 business days from the day the seller received the return, contact the seller directly. If that doesn't resolve the issue, open an [eBay Buyer Protection case](#).

How many days do I have to return the item?
You have five days from the day you initiated the return to ship the item back to the seller. If you receive a replacement item before the buyer has received the return, you will incur the charge for the replacement item.

[See the policy ▶](#)

eBay Money Back Guarantee

Do I need to pay extra for the eBay Money Back Guarantee?
No, the eBay Money Back Guarantee is automatically included with the purchase of virtually every item on [ebay.com](#).

What does eBay Money Back Guarantee cover?
It protects you in cases where an item is either not received or isn't as described in the listing.


What happens when I ask eBay to step in?
If you haven't received an item, we usually refund your money immediately via PayPal. If you received an item that wasn't as described, we'll typically help you return it to the seller first and then refund you.

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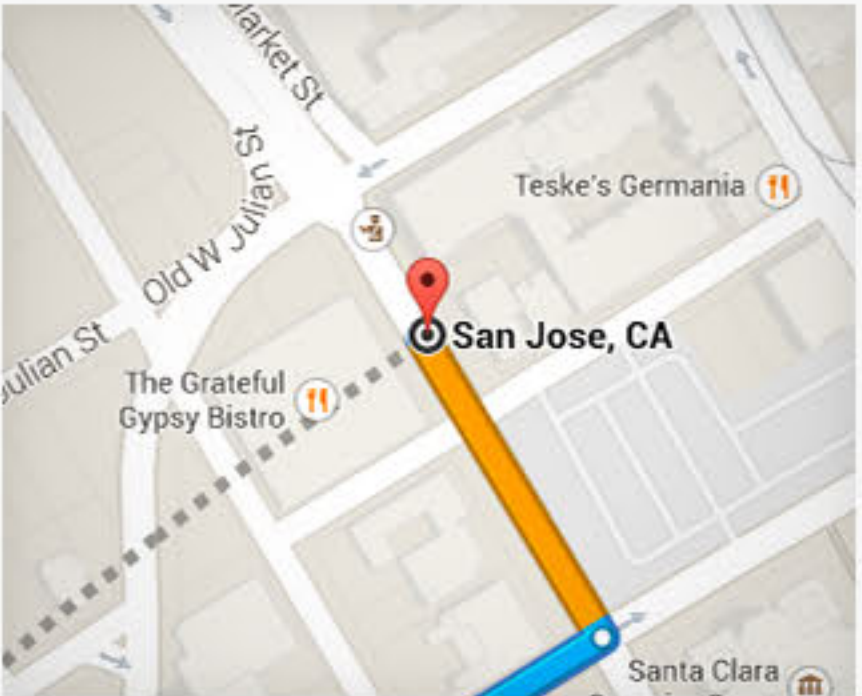
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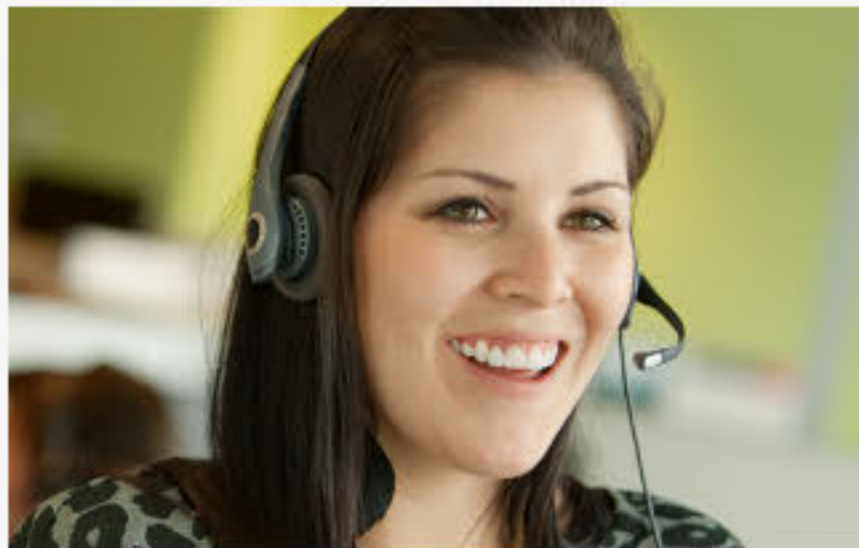
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If we link the "Learn more" CTA in the MBG content above to the Help page. Can we remove all MBG FAQ's from the anchor module - since all FAQs are on the Help page?