

Shipping and Returns

Deliver great service that
boosts your bottom line

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The eBay logo is displayed in a dark purple color, positioned in the lower right quadrant of the slide. The background of the slide is a vertical gradient transitioning from dark purple on the left to bright pink on the right.

This session will prepare you to:



Determine
shipping costs

Select the right
packaging

Use eBay
shipping labels

Ship
globally

Manage
returns

What you will need before starting:

A registered eBay account and username

An automated payment method (to pay eBay fees)

A payment method (to receive payment from buyers)

An eBay Store

Let's get started

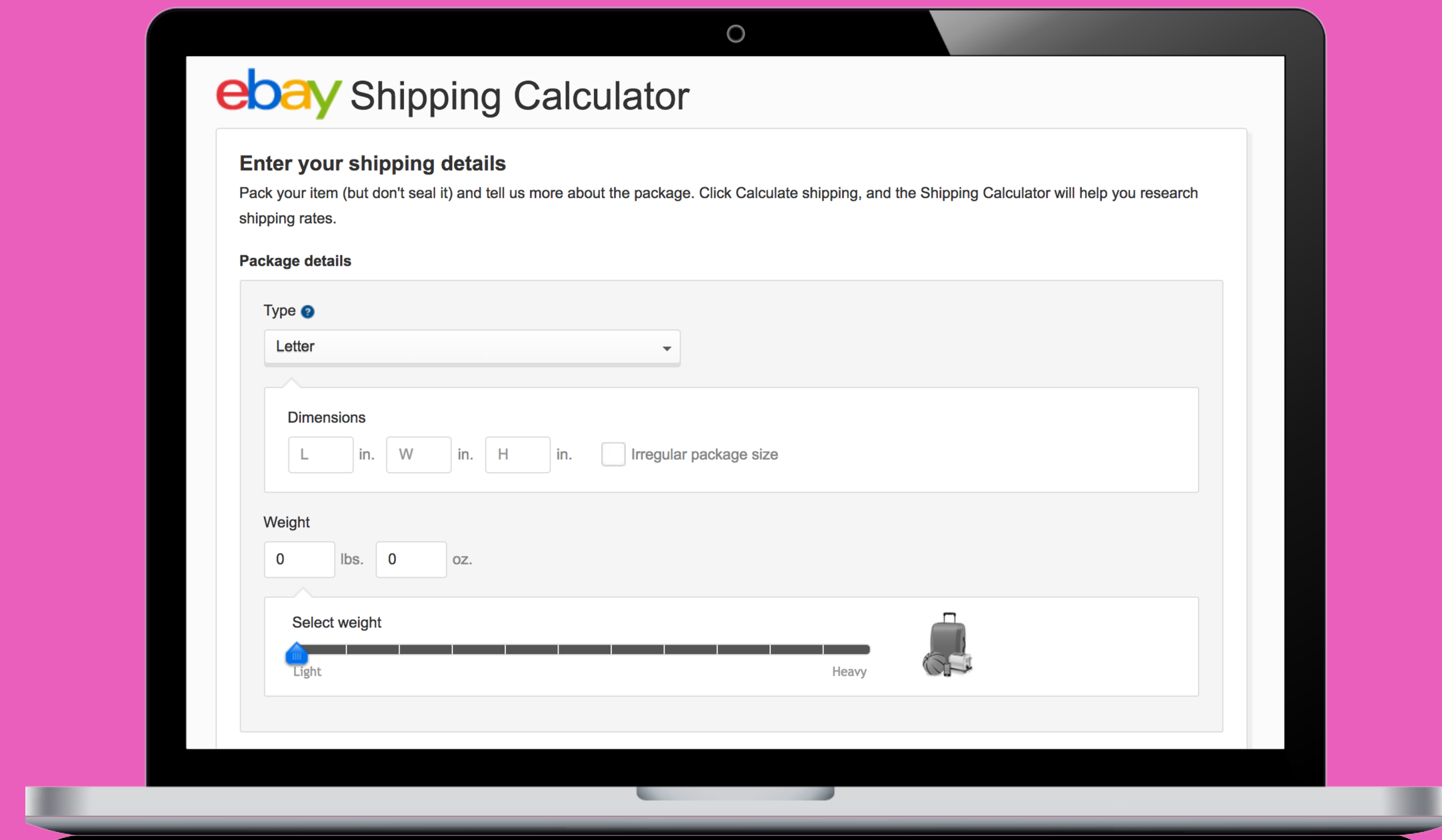
- Shipping is an important part of selling on eBay.
- Once an item sells and the buyer has paid for it, it is time to ship the goods.
- eBay helps make shipping easy and convenient – and it can also save you money on shipping costs.



Determine your shipping cost



- Understanding your shipping costs will help you plan your sales margins.
- The [Shipping Calculator tool](#) offers a great way to research different shipping options.
- With calculated shipping, your shipping costs are determined automatically based on your packaged item's size and weight, as well as you and your buyer's location.



Pro tips



- If you choose flat-fee shipping, be sure to research average shipping costs for similar items. Consult each carrier's rates to determine your flat-fee costs.
- Explore using USPS Priority Mail flat rate shipping options. Free boxes, one rate nationwide.



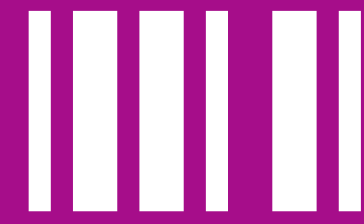
Select the right packaging



- eBay offers several convenient ways to determine the right packaging, including some free options.
- As a Premium Store subscriber, be sure to use your free quarterly coupon for eBay-Branded shipping supplies.
- Pack it tight. Choose a box or mailer that provides a snug fit for your item, plus packaging materials.
- Remember: You can't "cross carriers" with some packaging. For example, you cannot use a free FedEx box if you're sending your package via USPS.



Use eBay labels



- eBay labels offer savings of up to 24% off of Priority Mail® and up to 37% off of FedEx.
- You can print these labels directly from Seller Hub.
- Tracking is uploaded automatically, so your buyer is kept informed every step of the way.
- Once your item sells, it is very easy to ship. Watch this video for more details.



Sell and ship worldwide



The Global Shipping Program (GSP) makes cross-border shipping a breeze.

Here's how it works:

- You ship domestically to Kentucky, and eBay ships worldwide from there.
- No need to worry about the international shipping costs or Customs clearance concerns: GSP takes care of it for you.
- If an item is lost or damaged, eBay takes responsibility for making it right with the buyer.
- No added cost to you, the seller.



Returns



Returns happen. On average, 30% of items purchased online are returned, regardless of platform.

Here's how to prepare for a return:

- Manage your communications.
- Prepare to process refunds quickly.
- Set up a preferred return address.
- Manage your funds.
- Do you need RMA?
- Consider offering free returns.



More pro tips



- Offer multiple shipping options for buyers when listing (Economy, Standard, Expedited, Overnight).
- Schedule [free package pickup](#) to your home or place of business with USPS.
- Weigh and measure your pre-packed item when you list, and input the weight into the listing to save time when shipping the item out.



Let's review



- Offer free shipping
- Use eBay labels to save time and money
- Take advantage of free shipping supplies
- Meet your handling time by boxing the item right after it sells and handing off to your preferred carrier
- Sell globally with eBay's Global Shipping Program
- Review product and process refunds within two business days
- Set up a return address



Questions?

Ship, ship, hooray!

ebay