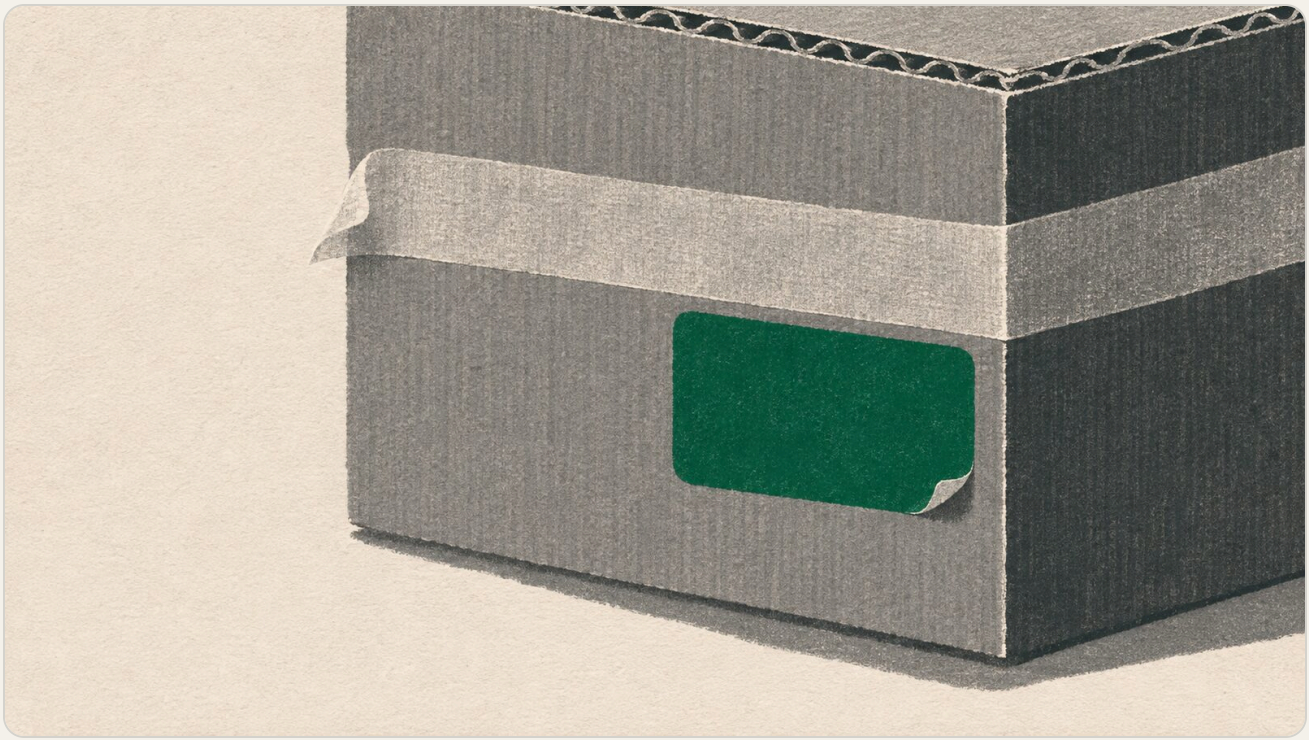
eBay buyer says item not received, but tracking says delivered: what to do, in order



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PLATFORMS

eBay buyer says item not received, but tracking says delivered: what to do, in order

eBay buyer claims item not received but tracking shows delivered? The 3-business-day clock, what eBay counts as proof, the $750 signature rule, and the appeal.

BY CLAIRE HOLLOWAY · PUBLISHED NOV 25, 2026 · 13 MIN READ

KEY TAKEAWAYS

- An eBay item not received request gives the seller 3 business days to respond with tracking, a delivery update or a refund. After that, either side can ask eBay to step in.
- Ship on time and upload qualifying tracking before the estimated delivery date, and eBay says you aren't responsible for refunding. If it finds you responsible: no fee credits.
- eBay's $750 signature threshold is the order total including shipping and taxes. Orders shipped through eBay International Shipping don't need signature confirmation.
- Once eBay steps in, the seller can no longer refund on their own, and either side can appeal within 30 calendar days of eBay's decision.

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The email says your buyer reported an item not received. Your tracking page says Delivered. When an eBay buyer claims item not received but tracking shows delivered, eBay's help pages say what happens next, spread across several articles. This is the seller's sequence on one page, from eBay's US pages as read on November 22, 2026.

The short version: add the tracking to the request within 3 business days. eBay's seller protections say you won't be responsible for refunding the buyer if all of this holds. You shipped within your handling time with an integrated carrier and uploaded the tracking before the estimated delivery date. The parcel was scanned before the latest estimated delivery date and delivered to the ZIP code on the order. And the order is under $750 or carries signature confirmation. If anyone asks eBay to step in, eBay decides.

What should you do when an eBay buyer claims item not received but tracking shows delivered?

Check the tracking against eBay's proof list, then add it to the request within 3 business days. Refund only if the tracking doesn't show delivery to the address on the order. Then note the date from which either side can ask eBay to step in.

eBay's item-not-received page for sellers states the rule the rest follows: "If a buyer doesn't receive their item, they're entitled to a refund unless you can provide tracking information showing that it was delivered." In order:

1. **Open the request.** In eBay's email, select See request details. It shows "whether the buyer is requesting a refund or would prefer to still receive the item".

2. **Check the tracking.** Hold it against the five conditions below, and check the carrier is on eBay's integrated list. Delivered is only one of the five.
3. **Add the tracking.** eBay: "You'll need to provide tracking within 3 business days of the request being opened, if you haven't done so already." It warns that "you may not be protected if you don't upload tracking from one of the shipping carriers integrated with eBay and there is no acceptance scan showing before the 3 business days expire."
4. **Message the buyer, if it helps.** It doesn't stop the clock: "If you and the buyer can't agree on a resolution within 3 business days, you can ask eBay to step in to help." Chargewood's suggestion, not eBay's: give the carrier, the tracking number and the delivery date, and ask the buyer to check around the delivery address and with anyone who may have taken it in. If the buyer would rather have the item, eBay says to use the message to offer a replacement, then upload its tracking to the request.
5. **Refund if the tracking falls short.** eBay: "Choose this option if you don't have tracking details from one of our integrated shipping carriers showing the item was delivered to the address on the order", or showing it in transit without movement for 7 days or more.
6. **Tell the carrier.** eBay's tip: "You should report missing packages to the shipping carrier you used—they may be able to help."

Refund now, or answer and let eBay decide? eBay's pages state what follows each:

YOUR MOVE	WHAT EBAY'S PAGES SAY FOLLOWS
Refund the buyer yourself	"The buyer will get a full refund, including the original shipping costs." (eBay's seller page)
Add tracking that meets the five conditions	You "won't be responsible for refunding the buyer", if you also shipped within your handling time and uploaded it before the estimated delivery date (eBay's seller protections)
Answer, then eBay steps in and finds you responsible	eBay refunds the buyer and seeks reimbursement from you, with no fee credits, and the case counts as "closed without seller resolution", which "can affect your seller performance level" (eBay's seller page)

The refund is yours to send only until eBay steps in. After that, eBay's seller page says, "you will no longer be able to issue a refund".

How long do you have to respond to an eBay item not received request?

You have 3 business days. eBay's Money Back Guarantee policy requires the seller to "provide either tracking information, delivery updates, or a refund", at the latest "3 business days after the report date". That is business days, unlike the 5 calendar days of an eBay payment dispute.

STEP	EBAY'S CLOCK
Buyer reports the item hasn't arrived	Once the estimated or actual delivery date has passed, up to 30 calendar days after it
You respond	Within 3 business days after the report date
Either side asks eBay to step in	From 3 business days after the report date, at the latest 21 business days after it

Two more lines bear on a delivered parcel. "If the seller provided tracking details, eBay may close the case automatically once tracking shows the item has been delivered." And eBay "may step in without the buyer asking if there is no valid tracking information available". Both say "may", so add the tracking rather than wait.

Your money may be held meanwhile: "a hold may be placed on your funds for the amount of that order", eBay's seller page says, released to your Available balance "within 3 business days" of the issue being resolved. Chargeback response deadlines by platform sets eBay's clocks beside the other platforms'.

What does eBay count as proof of delivery on an item not received request?

eBay counts a parcel as delivered only when five conditions are all met. The Delivered status is one; the others are the carrier, the timing of the first scan, the ZIP code and, on larger orders, a signature. eBay's Money Back Guarantee policy:

> We require all of the following to prove a successful on-time delivery:
>
> - Tracking number from an integrated carrier which was uploaded to eBay and shows a shipping scan before the latest estimated delivery date;
> - A delivery status of "delivered" or "attempted delivery" (or equivalent in the country to which the item was delivered);
> - The date of delivery or attempted delivery;
> - The recipient's address, showing the zip code (or international equivalent) that matches the one on the Order details page. If the zip code is unavailable, the recipient's city/county must match; and
> - Signature confirmation, on orders with a total cost of $750 or more.

So a Delivered scan in a different ZIP code from the one on Order details doesn't meet it, and neither does a first scan after the latest estimated delivery date.

Which carriers count is on eBay's shipping options page: "To protect yourself against 'Item not received' claims filed through eBay Money Back Guarantee, you need to use a shipping carrier that is integrated with eBay." Its US list includes the United States Postal Service, UPS, FedEx and DHL, among others. A label bought on eBay settles the upload question. eBay's tracking page says "If you use an eBay issued label, the tracking number is provided by one of eBay's integrated carriers and is automatically uploaded."

If you didn't upload the tracking when you shipped, eBay's pages put it two ways. The seller protections cover tracking uploaded "before the estimated delivery date". The tracking page says that if you haven't already uploaded it, "you will have 3 business days to upload tracking and respond to the buyer", and that to be protected "the tracking must be from one of the shipping carriers integrated with eBay and must show an acceptance scan to prove shipping." Upload it now either way, inside the 3 business days the tracking page gives you. If eBay steps in, the decision is eBay's.

A card chargeback asks for more. Visa's Core Rules (24 October 2026 edition) answer dispute condition 13.1 with "proof of delivery that contains the full delivery address (tracking with partial address is not permitted)". The ZIP match that satisfies eBay isn't enough there; chargeback reason code 13.1 when tracking says Delivered covers that case.

What if the order is $750 or more and there's no signature confirmation?

An eBay order of $750 or more delivered without signature confirmation doesn't meet eBay's proof list, whatever the tracking status says. eBay's signature confirmation policy: "If the order has a total cost (including shipping costs and any taxes) of $750 or more, you're required to purchase signature confirmation to be protected if a buyer reports an item not received or opens a payment dispute."

- **The total is what the buyer paid.** "The order total is the total amount the buyer paid for the item(s), including shipping and tax." An invented example: a $700 item with $25 shipping and $35 tax is $700 + $25 + $35 = $760, over the line.
- **eBay International Shipping is the exception.** "If you use eBay International Shipping to ship the order, then signature confirmation is not required, even if the order amount is above the threshold." eBay's pages tie the signature to your protection, and if eBay steps in on a $750 order delivered without one, the decision is eBay's. The options on eBay's seller page still stand: add the tracking you have, refund, message the buyer or offer a replacement, or wait for the date either side can ask eBay to step in.

Does eBay seller protection cover an item not received case when tracking says delivered?

eBay's seller protections cover an item not received request when the shipment meets eBay's conditions. The page says, under "If a buyer reports that an item hasn't arrived": "If you ship an item within your stated handling time, and you upload tracking before the estimated delivery date from one of eBay's integrated shipping carriers that shows evidence of successful delivery, you won't be responsible for refunding the buyer."

"Evidence of successful delivery" links to the five-condition list above, so the signature rule sits inside this protection too. The same page says what happens if eBay steps in and finds you responsible: "we won't remove negative and neutral feedback and it will count as a 'case closed without seller resolution'".

> *On eBay, "delivered" is five conditions, not one word on a tracking page.*

What happens when you or the buyer ask eBay to step in?

eBay decides. Once it steps in, eBay's seller page says, "you will no longer be able to issue a refund", and eBay normally answers "within 48 hours, though occasionally it might take longer if we need more information." To ask yourself, select Take Action beside the item in the Returns & Refunds section of Seller Help, then Ask eBay to step in; Seller Hub and My eBay Orders have the same option.

- **You met your obligations.** "The case will be closed and you won't need to do anything else."
- **eBay finds you responsible.** The buyer gets "a refund for the full cost of the item and original shipping", and the seller "may be required to reimburse eBay". You get no fee credits, and the case counts as "closed without seller resolution".
- **You disagree.** "The buyer or seller may submit an appeal within 30 calendar days of eBay's decision", says the Money Back Guarantee policy. The seller page counts "within 30 calendar days of the case being closed", with new information. Chargewood's reading: count from the earlier date.

eBay's policy lists "Claiming an item was not received when there is proof of delivery to the address provided on the Order details page" as abusive buyer behavior. That judgment is eBay's, and a delivered parcel can still go missing. The steps and the clock are different when a return comes back as a different item.

What if the buyer files a chargeback or a PayPal claim instead?

When the buyer files a chargeback or a claim with their payment provider instead, the eBay item not received request closes and an eBay payment dispute takes its place. The Money Back Guarantee policy says eBay "may close" the case if the buyer files "a chargeback or buyer protection claim for the same transaction with their payment provider", and the seller protections page is firmer: "We'll close any open 'Item not received', return, or order cancellation requests for that transaction."

An eBay payment dispute runs on other rules. eBay's payment dispute page gives you 5 calendar days to accept or challenge, and says that when you challenge, "the final outcome will be decided by the buyer's payment institution." For an item not received, eBay recommends tracking "delivered successfully to the shipping address that matches the address on the order details page" and "Signature confirmation when an order total is greater than or equal to $750".

If a payment dispute is found in the buyer's favor and you aren't eligible for eBay's payment dispute seller protections, eBay charges a dispute fee: per eBay's selling fees page, "a $20.00 dispute fee, excluding sales tax, for each dispute" when you're found responsible for a disputed amount. Chargeback fees by platform compares it with the other platforms' fees.

What changes when the sale went through PayPal, not eBay?

A sale outside eBay, paid with PayPal, gets a PayPal Item Not Received claim, and PayPal decides it. PayPal's US Seller Protection terms ask for the carrier's proof of delivery to the shipping address on the Transaction Details page, name no signature threshold, and exclude "Item Not Received claims that result from buyers filing chargeback claims with their issuers for card-funded transactions". PayPal chargebacks and Seller Protection covers both routes.

What "delivered" has to show, by where the buyer went:

WHERE THE BUYER WENT	WHO DECIDES	YOUR CLOCK	ADDRESS TEST	SIGNATURE
eBay item not received request	eBay, once it steps in	3 business days	ZIP matches Order details	Required from $750 total, except eBay International Shipping
eBay payment dispute	The buyer's payment institution	5 calendar days	Matches the address on order details	Required from $750 total to be protected
PayPal Item Not Received claim	PayPal	The time PayPal requests	Matches the Transaction Details page	Not named in the US terms
Visa 13.1 chargeback	The card issuer	Your processor's respond-by date	Full delivery address	Not named for delivered goods

What does Chargewood do with an eBay item not received request?

Chargewood answers an eBay item not received request with one of two steps: sending the tracking or refunding the buyer. **A delivered order at or above eBay's signature threshold always waits for the seller to decide.** eBay decides the case; Chargewood promises no outcome.

- **It proposes the tracking eBay holds.** Requests land in the same inbox as eBay payment disputes. When eBay has a carrier and tracking number on the request, Chargewood proposes sending them; with none, it proposes a refund for you to decide.
- **Manual and approve-first by default.** On a new connection, Chargewood prepares each step and you send it.
- **Three presets on Custom rules.** "Tracking shows delivered → send the tracking". "Still in transit and inside the estimated delivery date → send the tracking". "Past the estimated delivery date, lost, or returned to sender → refund if the order is under" an amount you type; without one, that rule never fires. A refund that goes without your click also stays inside any per-case and monthly limits set on the connection.
- **Signature-threshold cases wait for you.** On eBay.com that's $750. No rule and no automatic setting sends a step on a delivered order at or above it, or on one from an eBay site whose threshold Chargewood hasn't confirmed.
- **Once eBay steps in, Chargewood stops.** The case shows "eBay stepped in". Chargewood acts only while eBay shows the request as waiting on the seller, and that ends when eBay steps in. It checks again just before sending, and it files no appeal.
- **One short, fixed note to the buyer.** It rides with the first answer. With delivered tracking it gives the carrier and number and asks the buyer to check around the delivery address and with anyone who may have taken it in.

Chargewood charges nothing on eBay's own cases. Chargewood for e-commerce sellers covers the other stores it connects.

What should you do before the next one?

Open a recent eBay order of $750 or more, shipping and tax included, and check that its label carried signature confirmation. Check that your usual carrier is one eBay integrates with.

Chargewood for eBay prepares that step on each eBay request and leaves the delivered high-value ones to you. The other payment platform dispute guides cover the same questions elsewhere.

BEFORE YOU ADD THE TRACKING: WHAT EBAY'S PROOF LIST ASKS FOR

Tracking from one of eBay's integrated carriers, uploaded to eBay	REQUIRED
A shipping scan before the latest estimated delivery date	REQUIRED
A "delivered" or "attempted delivery" status, with its date	REQUIRED
The ZIP code matches the Order details page (city or county if there's no ZIP)	REQUIRED
Signature confirmation, unless shipped through eBay International Shipping	FROM $750

THE NUMBERS, AND WHERE THEY COME FROM

3 business days

for an eBay seller to answer an item not received request with tracking, a delivery update or a refund

eBay, Money Back Guarantee policy
ebay.com/help/policies/ebay-money-back-guarantee-policy/e...

$750

the order total, shipping and taxes included, at which eBay requires signature confirmation for the seller to be protected

eBay, Signature confirmation policy
ebay.com/help/policies/member-behavior-policies/signature...

30 calendar days

to appeal once eBay has decided an item not received case

eBay, Money Back Guarantee policy
ebay.com/help/policies/ebay-money-back-guarantee-policy/e...

Questions people ask

Do I have to refund an eBay buyer if tracking says delivered?

Not if the tracking meets eBay's conditions. eBay's seller protections say that if you ship within your stated handling time and upload tracking from one of eBay's integrated carriers, before the estimated delivery date, that shows successful delivery, you won't be responsible for refunding the buyer. eBay's Money Back Guarantee policy defines successful delivery as a delivered or attempted-delivery status with its date, a ZIP code matching the Order details page, and signature confirmation on orders of $750 or more.

What if eBay tracking says delivered but to the wrong address?

Then it doesn't meet eBay's proof of delivery. eBay's Money Back Guarantee policy requires the recipient's address on the tracking to show the ZIP code that matches the one on the Order details page, or the city or county if no ZIP code is available. A Delivered scan in another ZIP code doesn't count, and eBay's item-not-received help tells sellers to refund when they don't have tracking showing delivery to the address on the order.

When can an eBay buyer ask eBay to step in on an item not received request?

From 3 business days after the buyer's report date, and no later than 21 business days after it, according to eBay's Money Back Guarantee policy. The seller can ask too, on the same clock. eBay's policy also says eBay may step in without the buyer asking if there is no valid tracking information available.

Can I appeal if eBay decides an item not received case for the buyer?

Yes. eBay's Money Back Guarantee policy says the buyer or seller may submit an appeal within 30 calendar days of eBay's decision, and eBay's item-not-received help for sellers says the appeal is made by providing new information. eBay may ask for more documentation while it reviews the appeal.

Is there a fee on an eBay item not received case?

eBay's selling fees page says that if you're found responsible for a disputed amount under eBay's policies, giving a chargeback as its example, eBay charges a $20.00 dispute fee, excluding sales tax, for each dispute. On an item not received request, the cost eBay's seller help names is fee credits: if eBay steps in and decides you must refund, you don't receive fee credits on the order.

Does PayPal Seller Protection cover an item not received claim when tracking shows delivered?

It can, on an Item Not Received claim filed with PayPal. PayPal's US Seller Protection terms require proof of delivery from the shipping company: an online, verifiable tracking number, the date of delivery and a delivered status, and an address matching the shipping address on the Transaction Details page. The item must have been shipped to that address and not redirected. An item not received chargeback that the buyer files with their card issuer on a card-funded transaction isn't eligible.

chargewood

Read it online, with the links and the latest revision: chargewood.com/blog/ebay-item-not-received-tracking-delivered
More guides to reason codes, evidence and dispute ratios: chargewood.com/blog