

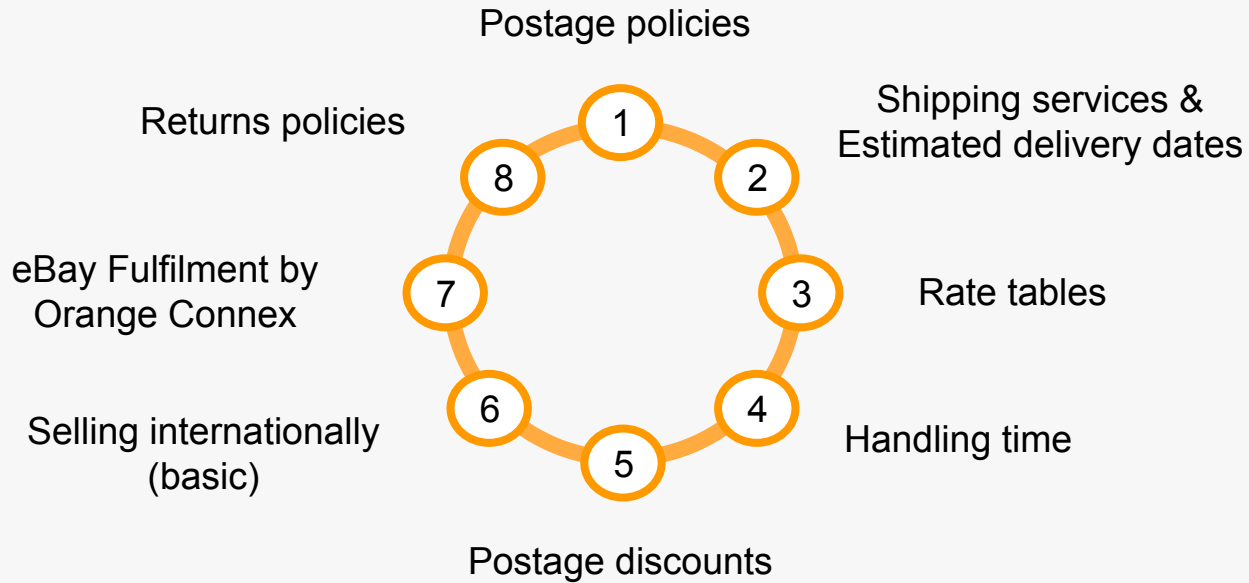
Account Preferences & Business Policies



For sellers, by sellers



eBay has different tools to help give you full control of your listings



Postage policies help you manage multiple listings at the same time



TOP TIP

Flat postage policies give you the most control over your listings.



DID YOU KNOW

Listings with a free shipping option offered sell up to 70% more frequently than those that don't*.

Create postage policy

Creating a policy makes it available for use on your listings. You can make changes to a policy whenever you need to.

* Policy name
64 character(s) remaining

Policy description
250 character(s) remaining

Set as default postage policy

I Offering same-day or one-day handling time, a free domestic postage option and an express postage option helps your listings qualify for Top-rated seller benefits. [Learn more](#)

* Domestic postage

Services Research rates	Cost	Each additional	
<input type="text" value="Australia Post Standard Parcel (2 to 6 business days)"/>	AU \$ <input type="text" value="0.00"/>	AU \$ <input type="text" value="0.00"/>	<input checked="" type="checkbox"/> Free postage
<input type="text" value="Australia Post Express Parcel (1 to 3 business days)"/>	AU \$ <input type="text" value="5.00"/>	AU \$ <input type="text" value="5.00"/>	Remove service

[Offer additional service](#)

Handling time

F [View or edit your order cut-off time in Postage preferences.](#)



*Based on sold item per view conversion of listings with free shipping vs. listings with paid shipping of all business sellers in February 2019



Estimated delivery dates shown depend on shipping services used



TOP TIP

Delivery times are based on the historical performance of the shipping service and your own historical shipping performance.



DID YOU KNOW

More than 50% of eBay buyers will use fast and/or free delivery.

*Domestic postage

Flat: same cost to all buyers

Services	Cost	Each additional
Australia Post Standard Parcel (2 to 6 business days)	AU \$ 0.00	AU \$ 0.00 <input checked="" type="checkbox"/> Free postage
Standard Services	AU \$ 5.00	AU \$ 5.00 Remove service
eBay Postage Labels (1 to 6 business days)		
Standard Parcel Delivery (2 to 6 business days)		
Standard Delivery with Age Verification (2 to 6 business days)		
Standard Parcel Delivery - Registered (1 to 6 business days)		
Australia Post Domestic Regular Letter Untracked (3 to 8 business days)		
Australia Post Domestic Regular Letter With Tracking (2 to 7 business days)		
Sendle 250g Parcel with tracking (1 to 5 business days)		
Australia Post Standard Parcel (2 to 6 business days)		
Australia Post Standard Parcel + Registered (2 to 6 business days)		
Australia Post Standard Parcel + Signature (2 to 6 business days)		
Australia Post Standard Small Box/Satchel (2 to 6 business days)		
Australia Post Standard Small Box/Satchel + Signature (2 to 6 business days)		
Australia Post Standard Medium Box/Satchel (2 to 6 business days)		
Australia Post Standard Medium Box/Satchel + Signature (2 to 6 business days)		
Australia Post Standard Large Box/Satchel (2 to 6 business days)		
Australia Post Standard Large Box/Satchel + Signature (2 to 6 business days)		
Australia Post Standard Extra Large Box/Satchel (2 to 6 business days)		
<input type="checkbox"/> Australia Post Standard Extra Large Box/Satchel + Signature (2 to 6 business days)		

View | Create rate tables

With rate tables you can set different postage costs for 100 regions



TOP TIP

If you leave a region out of the rate table, we'll calculate the rate based on your specified flat postage cost in your postage policy.



DID YOU KNOW

You can use rate tables to charge shipping for a handful of remote regions and still be eligible for eBay Plus.



Expedited (1-3 days)				
Region	Speed including handling time	Select delivery service (optional)	Cost	Delete
New South Wales - Canberra, Central Coast, Hunter Region, NSW Regional PO Box/LVR, Newcastle, Northern Border NSW, Cobar, Midland, Sydney, Sydney Fringe, Sydney Metropolitan, PO Box/LVR, Sydney West, Wollongong Queensland - Brisbane, Brisbane and Gold Coast PO Box/LVR, Gold Coast, Ipswich, Ipswich Toowoomba SW Queensland PO Box/LVR, Sunshine Coast, Toowoomba, Upper SE QLD South Australia - Adelaide, Adelaide Fringe, Adelaide Metropolitan PO Box/LVR Victoria - Greater Melbourne, Melbourne, Melbourne Fringe, Melbourne Metropolitan PO Box/LVR	Not set	Australia Post Express Parcel	AU \$5.00	⊞
New South Wales - Albany, Central NSW, Far South NSW, Far South West NSW, Far West NSW, Norfolk Island (external territory), North Coast NSW, South Coast NSW, Shearwater, South Coast NSW Northern Territory - Alice Springs, Darwin, Northern Territory PO Box/LVR, Northern Territory Regional Queensland - Cairns, Central Coast QLD, Central QLD, Central West, Gladstone Region, Mackay, North Coast QLD, Outer SE QLD, Rockhampton, Townsville, West QLD, York Region South Australia - Mount Gambier, Regional SA, SE, South Australia Tasmania - Antarctic Bases (external territory), Hobart, Launceston, Tasmania PO Box/LVR, Tasmania Regional Victoria - Inner Victoria, Outer Victoria, Victoria Regional PO Box/LVR, Warragul	Not set	Australia Post Express Parcel	AU \$20.00	⊞
+ Add regions / states				
Standard (2-6 days)				
Region	Speed including handling time	Select delivery service (optional)	Cost	Delete
New South Wales - NSW Regional PO Box/LVR, Norfolk Island (external territory), Sydney Metropolitan PO Box/LVR Northern Territory - Northern Territory PO Box/LVR Queensland - Brisbane and Gold Coast PO Box/LVR, Ipswich, Toowoomba SW Queensland PO Box/LVR South Australia - Adelaide Metropolitan PO Box/LVR Tasmania - Antarctic Bases (external territory), Tasmania PO Box/LVR Victoria - Melbourne Metropolitan PO Box/LVR, Victoria Regional PO Box/LVR Western Australia - Christmas Island (external territory), Cocos (Keeling) Island (external territory), North West WA, Perth Metropolitan PO Box/LVR, Upper North WA, WA Northern Regional PO Box/LVR, WA Southern and Central Regional PO Box/LVR	Not set	Australia Post Standard Parcel	AU \$10.00	⊞
New South Wales - Albany, Canberra, Central Coast, Central NSW, Far South NSW, Far South West NSW, Far West NSW, Hunter Region, Newcastle, North Coast NSW, North West NSW, Northern Border NSW, Cobar, Midland, Murrumbidgee, South Coast NSW, Sydney, Sydney Fringe, Sydney West, Wollongong Northern Territory - Alice Springs, Darwin, Northern Territory Regional Queensland - Brisbane, Cairns, Central Coast QLD, Central QLD, Central West, Gladstone Region, Gold Coast, Ipswich, Mackay, North Coast QLD, Outer SE QLD, Rockhampton, Sunshine Coast, Toowoomba, Townsville, Upper SE QLD, West QLD, York Region South Australia - Adelaide, Adelaide Fringe, Mount Gambier, Regional SA, SE, South Australia Tasmania - Hobart, Launceston, Tasmania Regional Victoria - Greater Melbourne, Inner Victoria, Melbourne, Melbourne Fringe, Outer Victoria, Warragul Western Australia - Broome, Perth, Perth Fringe, South Central WA, South West WA	Not set	Australia Post Standard Parcel	AU \$0.00	⊞



Set your handling time based on how quickly you process your orders



TOP TIP

To help with same day handling, you can specify a cut off time in shipping preferences.



DID YOU KNOW

You need 0-1 day handling time for eBay Plus. eBay Plus listings see up to a +9% sales uplift on average vs. non-eBay Plus listings.

Set your working days and order cut-off times

Time zone

Working days	Cut-off time for same-day handling	
<input type="checkbox"/> Sunday	<input type="text" value="Select"/>	<input type="text" value="Select"/>
<input checked="" type="checkbox"/> Monday	<input type="text" value="14"/>	<input type="text" value="00"/>
<input checked="" type="checkbox"/> Tuesday	<input type="text" value="14"/>	<input type="text" value="00"/>
<input checked="" type="checkbox"/> Wednesday	<input type="text" value="14"/>	<input type="text" value="00"/>
<input checked="" type="checkbox"/> Thursday	<input type="text" value="14"/>	<input type="text" value="00"/>
<input checked="" type="checkbox"/> Friday	<input type="text" value="14"/>	<input type="text" value="00"/>
<input type="checkbox"/> Saturday	<input type="text" value="Select"/>	<input type="text" value="Select"/>

Select the time by which you must receive cleared payment for an order to qualify for same business day handling.



*Only included the Listings that are live for the whole Pre post period (60 days)



There are multiple ways you can offer combined or promotional postage



TOP TIP

You'll save by posting items together, and buyers benefit from discounted or free postage for orders over a certain amount.



DID YOU KNOW

You can increase your basket size by offering promotional postage discounts.

Create promotional postage rules

Select a promotional rule that applies to all listings with postage discounts

Select purchase requirements

- No discount
- Minimum purchase price for combined payment \$
- Minimum purchase price amount for free postage \$
- Minimum number of items purchased
- Maximum postage cost for single combined payment order

[More info](#)

Instantly increase your exposure by selling internationally



TOP TIP

You can print Australia Post postage labels for your international orders simply via your Seller Hub and receive a 5% discount from retail prices.



DID YOU KNOW

eBay is a global marketplace with 138M buyers in 190 countries.

International postage

Flat: same cost to all buyers

1 Offering international postage may make your listing visible on other eBay sites and available to international buyers.

Post to	Services	Research rates	Cost	Each additional
Choose custom location	Australia Post International Express		AU \$ [X]	AU \$ [X]
<input type="checkbox"/> N. and S. America <input type="checkbox"/> United States <input type="checkbox"/> Canada <input type="checkbox"/> Brazil <input type="checkbox"/> Russian Federation	<input type="checkbox"/> Europe <input type="checkbox"/> United Kingdom <input type="checkbox"/> Germany <input type="checkbox"/> France	<input type="checkbox"/> Asia <input type="checkbox"/> Japan <input type="checkbox"/> Hong Kong <input checked="" type="checkbox"/> New Zealand		
Choose custom location	Australia Post International Express		AU \$ [X]	AU \$ [X] Remove service
<input type="checkbox"/> N. and S. America <input checked="" type="checkbox"/> United States <input type="checkbox"/> Canada <input type="checkbox"/> Brazil <input type="checkbox"/> Russian Federation	<input type="checkbox"/> Europe <input type="checkbox"/> United Kingdom <input type="checkbox"/> Germany <input type="checkbox"/> France	<input type="checkbox"/> Asia <input checked="" type="checkbox"/> Japan <input type="checkbox"/> Hong Kong <input type="checkbox"/> New Zealand		
Choose custom location	Australia Post International Express		AU \$ [X]	AU \$ [X] Remove service
<input type="checkbox"/> N. and S. America <input type="checkbox"/> United States <input type="checkbox"/> Canada <input type="checkbox"/> Brazil <input type="checkbox"/> Russian Federation	<input checked="" type="checkbox"/> Europe <input checked="" type="checkbox"/> United Kingdom <input checked="" type="checkbox"/> Germany <input checked="" type="checkbox"/> France	<input type="checkbox"/> Asia <input type="checkbox"/> Japan <input type="checkbox"/> Hong Kong <input type="checkbox"/> New Zealand		

Offer additional service

eBay Fulfilment by Orange Connex launched in Australia Feb 2022



TOP TIP

eBay Fulfilment by Orange Connex saves you time and money, and many of the postage settings are automated for you.



DID YOU KNOW

eBay Fulfilment gives sellers 72% faster order processing time & 26% faster standard delivery time when compared to sellers' non-eBay Fulfilment orders.



Register
your
interest



Returns policies help you offer a great after-sales experience to keep buyers coming back for more



TOP TIP

You must offer seller or buyer paid 30 day returns in order to be eligible for the eBay Plus badge.



DID YOU KNOW

Sales from items that offer 30 Day Free Returns are 82% higher on average than items that only offer buyer paid returns.*

Create return policy

Creating a policy makes it available for use on your listings. You can make changes to a policy whenever you need to.

Policy name 64 character(s) remaining

Policy description 250 character(s) remaining

Set as default return policy

1 Accepting returns helps your listings qualify for Top Rated Seller benefits. [Learn more](#)

Return policy

- Domestic returns accepted
 - 1** Important: Make sure your returns policy complies with any obligations you may have under Aust obtain a refund from you in certain circumstances and within a reasonable time. [Find out more ab](#)
 - After receiving the item, your buyer should contact you within
 - Return postage will be paid by
- International returns accepted
 - After receiving the item, your buyer should contact you within
 - Return postage will be paid by



*Based on 2021 eBay Australia data. Past performance is no guarantee of future results.

