



GLOBAL SHIPPING PROGRAM BEST PRACTICES

Prepare your items for global buyers with these helpful tips to deliver a great customer experience

LISTING

- Specify the package's weight and dimensions, plus the item's country of origin.
- Include international sizes for clothing and provide measurements in metric units.
- Specify any international voltage, plug, or format compatibility information for electronics, CDs, DVDs, and video games.
- Use straightforward language and avoid slang.
- Clearly state that it may take a day longer to respond to buyers in different time zones.
- Remember to specify your international returns policy in your listing description if applicable.

SHIPPING

- Ship the item to the US Shipping Center within 24 hours of cleared payment.
- To expedite customs processing, include the country of origin (if you weren't able to provide it at the time of listing).
- Ship all the items for an order in one box.
- Package multiple orders (either belonging to the same buyer or different buyers) in separate boxes, each with its own tracking number.
- Use a box that's just slightly larger than your item. Use enough packing materials all around the item so that the item doesn't shift when the box is moved.
- Tape the opening of the box and reinforce all seams.