
eBay Return Setup

- Set OC return center's address as "Primary return address"
- Return Rule Setup: A) Auto Return Rule B) RMA Setup

Set Return Helper's address as "Primary return address"

My eBay paullee826_7 (3)

Activity Messages Account Applications **NEW**

My eBay Views

- My Account
 - Personal Information
 - Addresses**
 - Payment Options
 - Communication Preferences
 - Site Preferences
 - Manage communications with buyers
 - Seller Dashboard
 - Feedback
 - PayPal Account
 - Seller Account
 - Donation Account

Addresses


Registration address, email and phone number: Your main contact information	Change
Primary shipping address: Your main shipping address for purchases	Change
View all shipping addresses	
Primary ship from address: Your address where you ship packages from	Change
View all ship from addresses	
Primary return address: Your main return addresses where buyers can return their items to	Change

eBay Account>Addresses>Primary return address>Click "Change"

Click "Edit" and then input Return Helper's address in return address

Set Primary Return Address

Your return addresses

Select countries 

Primary return addresses

United States

IDS Online Corp EBAYCN01
117 Docks Corner Road Unit B
Dayton, NJ 08810
United States
+1 855-437-7467

[Edit](#)

[Delete](#)

China

Shanghai, 上海 200001

[Edit](#)

[Delete](#)

Other return address

Online Seller RMA
Block A2, 391 PARK Road #46204641

[Make primary](#)

[Edit](#)

[Delete](#)

[Add another address](#)

Add Address


Enter related primary return address for different countries

Country
United States

Name
IDS Online Corp (Client Code)

Street address
117 Docks Corner Road Unit B Street address 2

City State Zip code
Dayton New Jersey 08810

Phone number
 +1 (855) 437-7467

Save as primary address [Cancel](#) [Save](#)

Return Rule Setup

eBay Account > Site Preference > Return preference > Click "Edit"

Home > My eBay > My Account > Add

My eBay marilyn_ro

Activity Message

My eBay Views

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 - Subscriptions
 - Resolution Center
 - Advertisement Preferences
 - Permissions

Manage communications with buyers Moved to [Manage communications with buyers](#) [Edit](#)

Manage your questions and answers (Q&A) Page.

Show Q&A Yes

Allow buyers to contact you (from your active listings) Yes

Send eBay purchase reminder email to buyers. Yes [Apply](#)

Unpaid Item Assistant [Edit](#)

Let eBay open and close unpaid item cases for you automatically. No

I'll open and close cases manually, as needed.

Manage VAT numbers [Edit](#)


Display your VAT numbers on listings

Return preferences [Edit](#)

Set up and manage how you handle returns

General Preferences

Reviews & Guides

Hide your Reviews and Guides helpfulness icon  (earned after 100 helpfulness votes are received). Yes [Apply](#)

Advertising Preferences [Edit](#)


Use my information to show me relevant ads on eBay and other sites. Oops, error occurred. Try again later



Third-party authorizations


You have authorized the following third party applications to perform certain actions on eBay on your behalf.

eBay Inc (created Aug-14-18)	<input type="checkbox"/> Revoke this authorization
ebay Inc (created Aug-15-18)	<input type="checkbox"/> Revoke this authorization
eBay Fashion Listing Tool (created Aug-17-18) - eBay IS Platform	<input type="checkbox"/> Revoke this authorization
M...	<input type="checkbox"/>

Return Rule Setup – A) Auto Return Rule

Hi Anqi! | Daily Deals | Gift Cards | Help & Contact |  Now THESE Are Deals!

Sell | My eBay |  

 Shop by category All Categories Advanced

Home > My eBay > Create advanced return rules

Create advanced return rules

Select the type of rule you want to create, then tell us how you want it to work.

Rule – A) Setup Auto Return Rule

Select a rule:

- Select--
- Send a refund automatically
- Agree to replace an item automatically
- Approve a return automatically

Return Rule Setup – A) Auto Return Rule

Sellers can set automatic return rules based on refund amount, return reason, return item and item category

<https://www.ebay.com/rtn/Return/SellerRules>

Select a rule:	<input type="text" value="Approve a return automatically"/>
Select a return shipping address:	<input type="text" value="--Select--"/> Change
^ If the total refund is:	
v The return reason is:	
<input type="checkbox"/> Doesn't fit	<input type="checkbox"/> Doesn't match description or photos Select all
<input type="checkbox"/> Changed my mind	<input type="checkbox"/> Wrong item sent Clear all
<input type="checkbox"/> Found a better price	<input type="checkbox"/> Missing parts or pieces
<input type="checkbox"/> Just didn't like it	<input type="checkbox"/> Arrived damaged
<input type="checkbox"/> Ordered by mistake	<input type="checkbox"/> Doesn't seem authentic
<input type="checkbox"/> Doesn't work or defective	<input type="checkbox"/> Arrived too late
v The item is in a list you created:	
Create a list of items	
v The item is in these categories:	
Select categories	
^ The items qualify for:	
* Name this rule:	<input type="text"/>

* indicates required field

Return Rule Setup – B) RMA Setup

Return preferences

[Set basic return rules](#)

Your return rules

You can arrange your rules in any order. Just drag and drop rules to place them in the order you want them applied. Ex: If you want a refund rule to be applied first, drag it to the top of your rules list.

Priority	Rule	Name	Status	Used	Action
⋮ 1	Approve a return automatically	Approve eGD returns automatically	●	0	Action ▾
Create a new rule +					

Rule – B) Activate RMA

RMA number - On

Give me the option to add a RMA (return authorization number) to each return label

RMA activation is necessary for

- manual handling of return process;
- independent handling of particular return request;
- applying non-eBay return label

RMA process – Seller receive return request

Home › My eBay › You have a return request

You have a return request

[Help](#)
[?](#)

The buyer requested a return
Please take action by Mar 01.

Info from the buyer
Reason
Changed my mind
Comments
I would like to return this item.

Select a reply

- Accept the return**
Contact the buyer to work out return shipping details. Wait to get the item back before you refund the buyer.
- Give a full refund**
You fully refund the buyer to close this request. The buyer keeps the item.
- Offer a partial refund**
You have one chance to offer an amount. The buyer keeps the item.
- Send the buyer a message**
You can reply to the buyer.

[Continue](#)

When RMA is activated, 'Accept the return' must be selected via My eBay upon receipt of buyer's return request which requires items returned to Return Helper's warehouse

RMA Process – Seller receive return request

Home > My eBay > Confirm your return information

Confirm your return information

Help ?

Return started 2 Item shipped 3 Item delivered 4 Refund sent

The buyer started a return
Please confirm your return address by Feb 28, 2018, so that the buyer can ship the item back to you.

Return address **Seller provides your return center address for return to Buyer**
2A Corn Rd, Dayton, NJ, 08810-1527 Add or edit

Add an RMA number (optional)

A return merchandise authorization number can make managing your returns easier.

Confirm
If you prefer, you can refund the buyer now.

Your photos

RMA Process – Buyer receive Return Helper’s return label



If seller purchased / used non-eBay return label, seller could send such label to buyer over My eBay's Messages tool

RMA Process – Buyer receive return address

Home > My eBay > You started a return

You started a return

1 Return started **2** Item shipped **3** Item delivered **4** Refund sent

Send the item back
In order to receive a refund, you need to send this item back to the seller by Jun 17, 2019. If you don't, we might close your return and you may not receive a refund.

Seller return information
Address
IDS Online Corp EBAYCN01
117 Docks Corner Road Unit B
Dayton NJ 08810

Buttons: Mark As Shipped, **Print return label**

If eBay return label is purchased / used, click "Print return label"

Refund summary

	Toy Cuddly Stuffed Panda with Bamboo Soft Plush for Kids (Internal test)	Quantity 1	\$0.99
Subtotal			\$0.99