



Update to Postage & Handling Policy

Policy

Sellers may charge reasonable postage and handling fees to cover the costs for mailing, packaging, and handling the items they are selling. eBay will rely on member reports and other resources to determine whether or not a seller's postage, handling, packaging, and/or insurance charges are excessive, inaccurate, misleading, unreasonable or unnecessary.

eBay may also place limits on the amount of postage and handling that can be charged for flat-rate domestic postage on certain categories of items. For more information about postage and handling charge limits, please see eBay's FAQ page:
<http://pages.ebay.com.au/help/postage-caps-faq.html>

Sellers must charge only actual postage and actual packaging costs (or less) in order to be in compliance with this policy. Sellers must ensure that the details of their postage costs are accurately described in their listings and that their postage costs are not misleading in any way. Postage and handling fees must not be listed as a percentage of the final sale price. More details are set out below.

In addition to the final listing price, sellers are permitted to charge any of the following additional costs:

- **Actual Postage cost:** This must be limited to the actual cost (i.e. postage) for posting the item.
- **Packaging cost:** This must be limited to the actual cost of packaging materials used for the item, such as bubble wrap, tape, box and mailing label and must not be excessive or unnecessary.
- **Handling cost:** This must be limited to the reasonable costs for selecting and preparing the item for shipping and must not be excessive or unnecessary.
- **Insurance:** Sellers offering insurance must only charge the actual fee for insurance relating to the item (or less). No additional amount may be added, such as "self-insurance". Sellers must only offer postal insurance provided by a licensed 3rd party insurance provider.

Note: Postage and Handling costs must not include storage costs, employee costs (except for the reasonable cost of selecting and preparing the item for shipping), business overhead expenses, or any other general business cost.

For cross border transactions, sellers may not collect tariffs and duties. However, buyers may be responsible for actual, applicable tariffs, and duties as required by respective country laws.

Violations of this policy may result in a range of actions, including:

- Listing cancellation
- Limits on account privileges
- Account suspension
- Forfeit of eBay fees on cancelled listings
- Loss of PowerSeller status

Some Examples

Examples of violating listings:

• Sony 2 GB Memory Stick Pro Card

BIN: AU \$37.35

Postage and Handling: AU \$26.99 Standard Post

Explanation: The seller states that the item will be posted “Standard Post” and not overnight or private courier company. Given the small size/weight of this item, overall postage and handling charges are inflated.

• Snow White and the Seven Dwarfs (2001, DVD)

BIN: AU \$9.00

Postage and Handling: Not specified

Item description: Postage is AU \$15.00 to anywhere in Australia

Explanation: This seller is charging domestic postage in excess of the \$8 postage limit for DVDs.

• New Pink Motorola L6 L 6 Unlocked Slvr GSM World Phone

BIN: AU \$1.00

Postage and Handling: Free within Australia

Item description: Postage is AU \$164.95 to anywhere in Australia

Explanation: This seller is charging all costs for this item in the postage price thus hiding the “true” cost for this item from buyers. Further, by stating that postage is ‘free’ but then stating a postage price in the item description, details of the postage cost are misleading and likely to confuse buyers.

Examples of Listings in Compliance:

• **NEW SONY ERICSSON T237 GSM UNLOCKED COLOR PHONE * FEDEX
BIN: AU \$36.95**

Postage: AU \$18.95 Standard Flat Rate Postage for Courier Company

Explanation: The seller is posting this item via Courier Company and states the actual flat rate cost in the listing.

• **Creative Labs Zen Micro Photo 8GB Pink MP3 Player**

BIN: AU \$195

Postage: AU \$11.99 Courier Company Surface Mail

Explanation: The seller is posting the item via Courier Company Surface Mail and is charging actual postage prices plus a reasonable fee.

• **SOLID STATE Abstract Art Painting Taylor HUGE**

Painting measures 36" x 24" / canvas supported by panel

Starting bid: AU \$20

Postage: AU \$40 Courier Company Surface Mail

Explanation: The postage charge is greater due to the size/bulk of the item being posted and custom crating.

Why does eBay have this policy?

This policy reduces the potential for confusion among bidders about the full cost of an item. Listings that include misleading or excessive postage fees lead to a poor buying experience and un-level the playing field by putting sellers who charge reasonable postage charges at a disadvantage. These listings undermine the trust and legitimacy of eBay's marketplace.