

## Issuing eBay Refunds

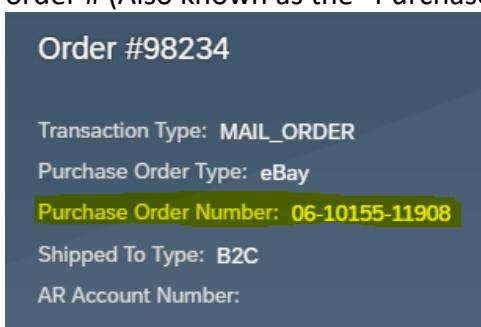
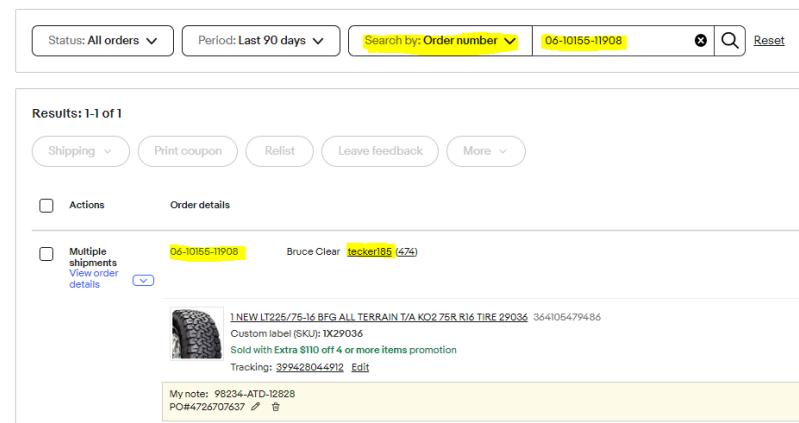
### **Purpose:**

How to issue a refund or partial refund on eBay

### **Guidelines:**

- eBay orders that need to be refunded will also need to be refunded in FSA. That said, Customer Care or the Returns team will issue the FSA refund. This instruction guide focuses on how to issue the refund on eBay alone
- Most eBay *returns* can be refunded through their eBay return case. However, there are times when we may need to issue a partial refund, especially if no product is being returned

### **Process:**

STEP	ACTION
1	<p>Log into eBay Username: <b>discounttiredirect</b>   Password: <b>*tobethebest!*</b></p> <p>On the <a href="#">All orders</a> page, search the customer by their username or eBay order # (Also known as the "Purchase Order Number" in FSA)</p>  <p>Order #98234</p> <p>Transaction Type: MAIL_ORDER</p> <p>Purchase Order Type: eBay</p> <p>Purchase Order Number: <b>06-10155-11908</b></p> <p>Shipped To Type: B2C</p> <p>AR Account Number:</p>
2	<p>Manage all orders</p>  <p>Status: All orders ▾ Period: Last 90 days ▾ Search by: Order number ▾ 06-10155-11908</p> <p>Results: 1-1 of 1</p> <p>Shipping ▾ Print coupon Relist Leave feedback More ▾</p> <p><input type="checkbox"/> Actions Order details</p> <p><input type="checkbox"/> Multiple shipments View order details 06-10155-11908 Bruce Clear <b>tecker185 (474)</b></p> <p> 1 NEW LT225/75-16 BFG ALL TERRAIN T/A KO2 75R R16 TIRE 29036 364105479486 Custom label (SKU): 1X29036 Sold with Extra \$10 off 4 or more items promotion Tracking: 399428044912 <a href="#">Edit</a></p> <p>My note: 98234-ATD-12828 PO#4726707637 ⚡</p>

3	Click the down arrow next to the order # and select “Send Refund” (A new tab will automatically open)															
4	From the top, select a reason for the refund. If none of the options match the scenario, use “Other adjustment”															
5	Leave the “Note to buyer” box blank															
	Enter the amount of the refund in the “Order level refund” box															
6	<p><b>Refund the buyer</b></p> <p>Reason for refund</p> <p>Select a reason for refund</p> <p>Note to buyer</p> <p>This is optional.</p> <p>0/1000</p> <p><b>Calculate refund amount</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 5px;">Items</th> <th style="text-align: right; padding: 5px;">Paid <small>ⓘ</small></th> <th style="text-align: right; padding: 5px;">Refund</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">             1 NEW LT225/75-16 BFG ALL TERRAIN            T/A KO2 75R R16 TIRE 29036            Qty: 4         </td> <td style="text-align: right; padding: 5px;">\$805.96</td> <td style="text-align: right; padding: 5px;">0.00</td> </tr> <tr> <td colspan="3" style="text-align: center; padding: 10px;"> <b>Order level refund</b>  <small>The amount will be distributed among the items in this order.</small> </td> </tr> <tr> <td style="text-align: left; padding: 5px;"><b>Total</b></td> <td style="text-align: right; padding: 5px;"><b>\$805.96</b></td> <td style="text-align: right; padding: 5px;"><b>\$0.00</b></td> </tr> <tr> <td colspan="3" style="text-align: center; padding: 10px; background-color: #e0e0e0;"> <a href="#" style="color: inherit; text-decoration: none; font-weight: bold;">Review Refund</a> </td> </tr> </tbody> </table>	Items	Paid <small>ⓘ</small>	Refund	 1 NEW LT225/75-16 BFG ALL TERRAIN T/A KO2 75R R16 TIRE 29036 Qty: 4	\$805.96	0.00	<b>Order level refund</b> <small>The amount will be distributed among the items in this order.</small>			<b>Total</b>	<b>\$805.96</b>	<b>\$0.00</b>	<a href="#" style="color: inherit; text-decoration: none; font-weight: bold;">Review Refund</a>		
Items	Paid <small>ⓘ</small>	Refund														
 1 NEW LT225/75-16 BFG ALL TERRAIN T/A KO2 75R R16 TIRE 29036 Qty: 4	\$805.96	0.00														
<b>Order level refund</b> <small>The amount will be distributed among the items in this order.</small>																
<b>Total</b>	<b>\$805.96</b>	<b>\$0.00</b>														
<a href="#" style="color: inherit; text-decoration: none; font-weight: bold;">Review Refund</a>																
7	Click <b>Review Refund</b> to double check the amount entered is correct															
8	Click <b>Submit refund</b> to complete the refund															

## Contact:

Alisha Barton - [alisha.barton@discounttire.com](mailto:alisha.barton@discounttire.com)  
 Kate Heward - [katelyn.heward@discounttire.com](mailto:katelyn.heward@discounttire.com)