



## Update on Postage Label Charges

We're reaching out to let you know about some recent billing issues that have affected your account, and the next steps.

We identified a technical error on our platform which meant that some eBay fees and selling costs, including charges for postage and return labels were not applied to sellers' accounts **from July to November, 2024**.

Normally, these would be charged at the time of the transaction or the label being generated. We sincerely apologize for any confusion or inconvenience this may have caused.

**To correct this error, the missing postage label costs will be applied to your account and billed on January 22, 2025. The other missing charges for eBay fees, return labels and other selling costs will not be charged to you.**

Once applied, the charges will be shown under Payments in My eBay or the [Payments Tab](#) in Seller Hub. You can select **View** next to each charge to see more details, including the order ID it applies to and the tracking number.

If you'd like to verify all of the fees and selling costs which applied to an order, you can use the box at the top of the **All transactions** view to search for the order ID, or find it in your Orders tab in Seller Hub.

As with all fees and selling costs, these charges will be deducted from your sales proceeds or, if your current Available and Processing funds are insufficient, charged to your on-file payment method. For more help with eBay fees and billing, please visit our Help pages. From there, you can also get in touch if you have any questions or concerns. We're here to help.

Thank you for your understanding. We're glad to have you as part of our selling community.

Warm regards,