eBay

eBay International Shipping Setting and managing country exclusions

This step-by-step guide will show you a few ways to control where you sell your items by setting and managing country exclusions while staying enrolled in eBay International Shipping. Depending on what you sell, you might want to change the settings on a few listings that aren't eligible for export—you can do that using the bulk edit tool for several listings at once or edit them individually with the single listing tool.

If you use business policies to manage listings, you can update country exclusions there, too. And if you never want to ship any of your items to a certain region or country you can set that up with account-level exclusions.

We'll go through each of these options one by one. Use the table of contents on the following page to navigate to a specific approach.

Before you begin

If you opted out of eBay International Shipping, you'll need to re-enroll before managing your country exclusions. See how.
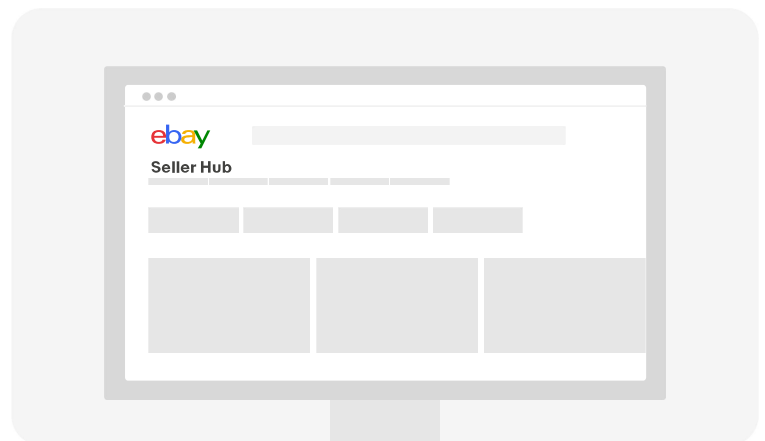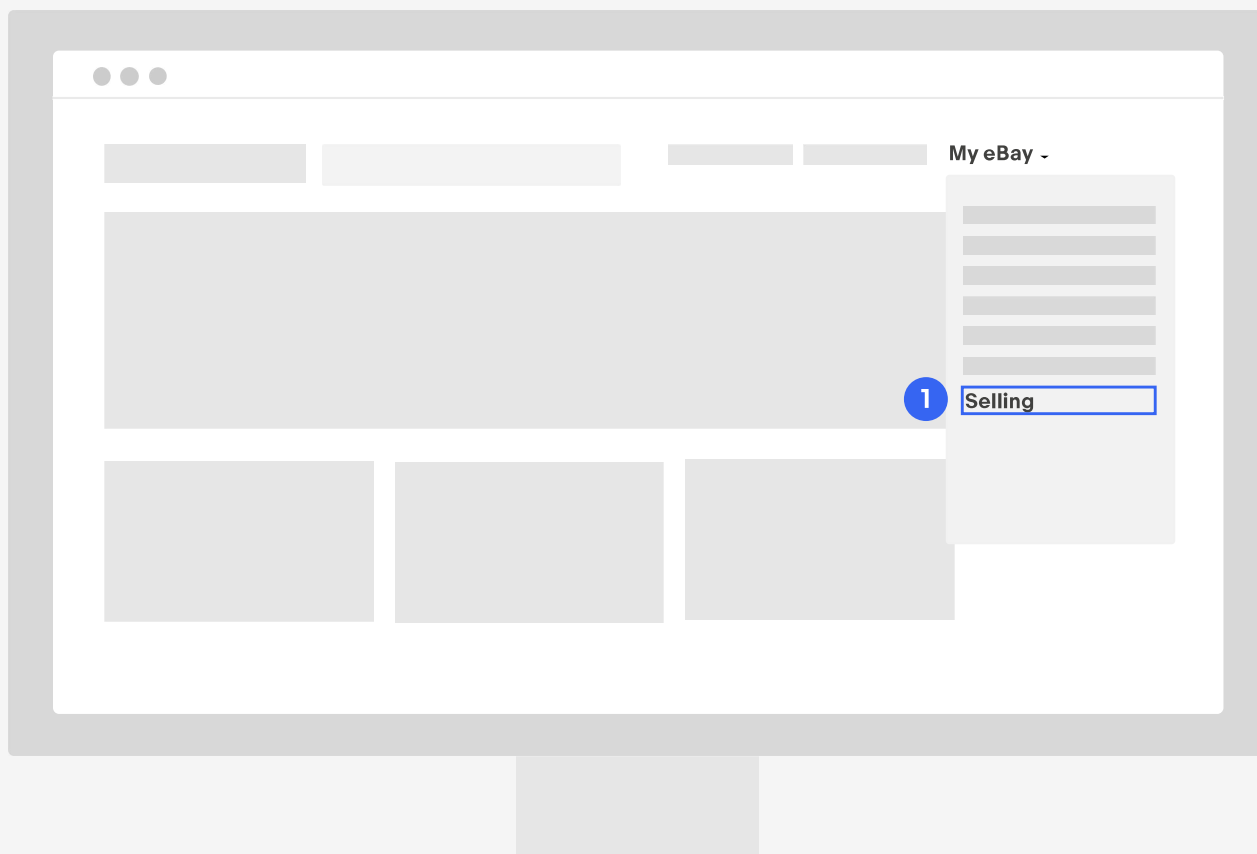
Table of Contents:

My eBay

1 Selling

Step 1

In the upper right corner of your screen, hover over the My eBay dropdown menu and select "Selling."
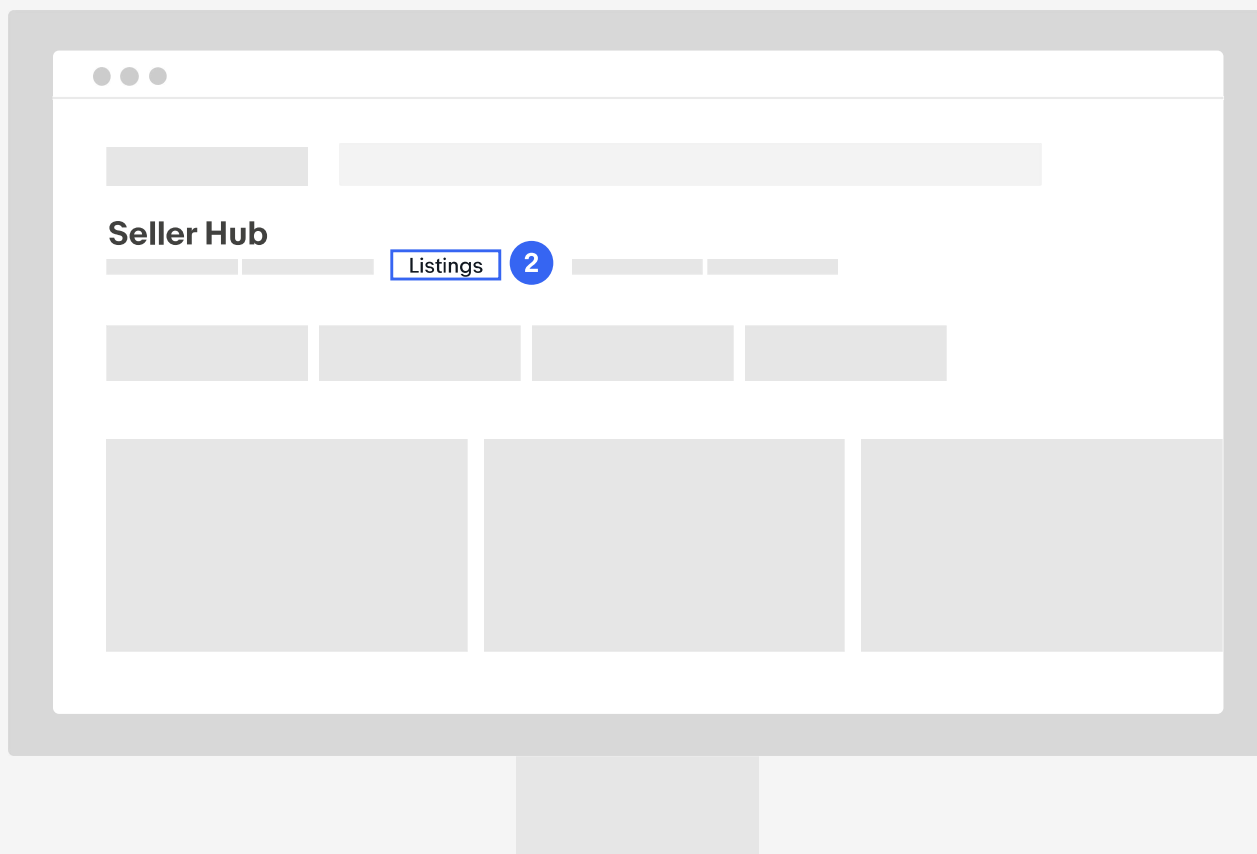
Seller Hub

Listings 2

Step 2

Select "Listings" from the top menu of your Seller Hub.

Step 3

Select the listings you want to edit.

Managing Country Exclusions: Bulk Listing Tool

Manage active listings (4)

Edit ▲

Edit selected

Edit all listings   4

Title
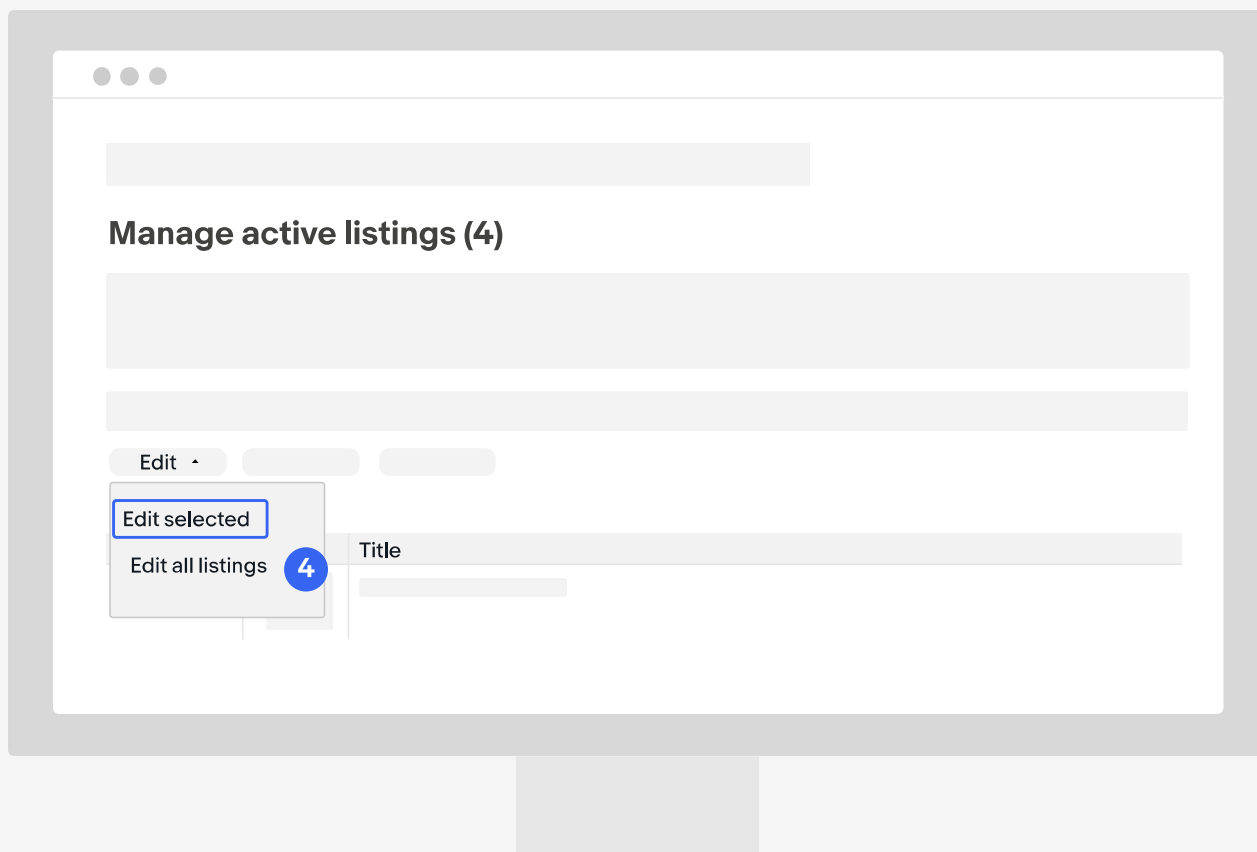
Step 4

Scroll down to your active listings. Click on the edit dropdown and select "Edit selected."

Managing Country Exclusions: Bulk Listing Tool

5

Actions	Photo	Title
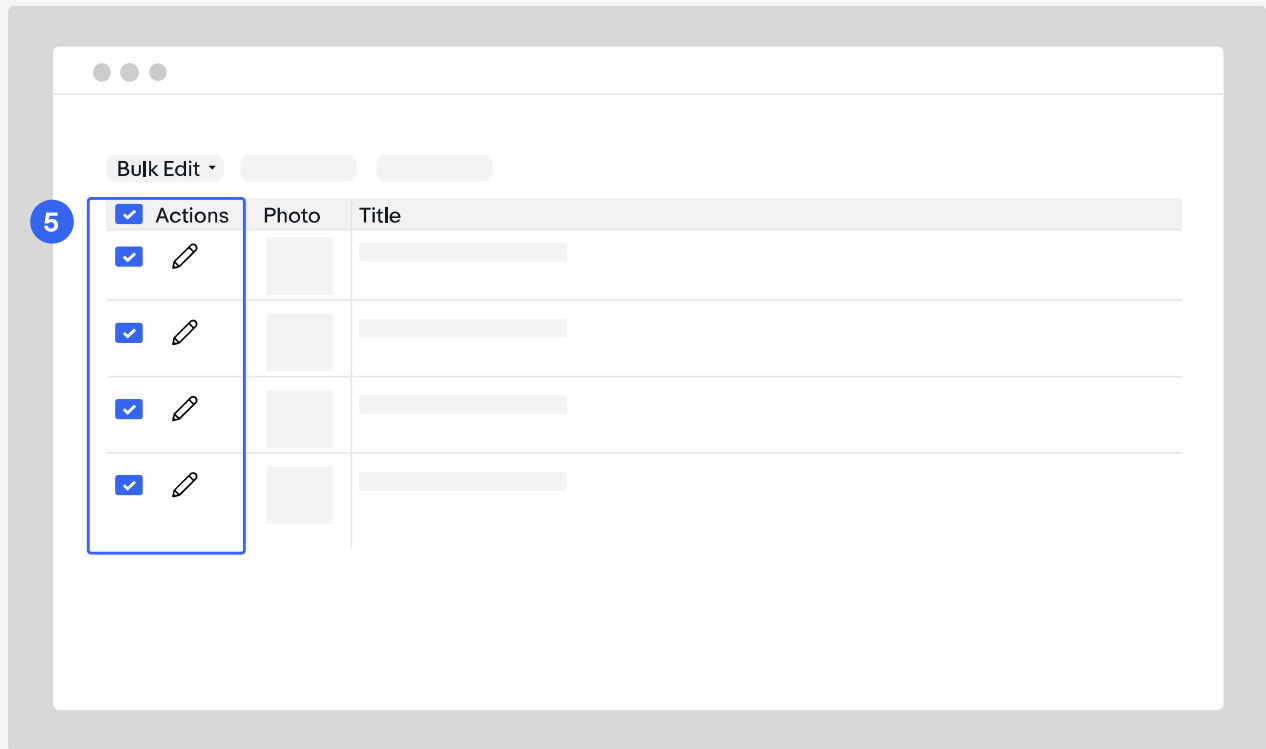
Step 5

Select the cell above all listings.
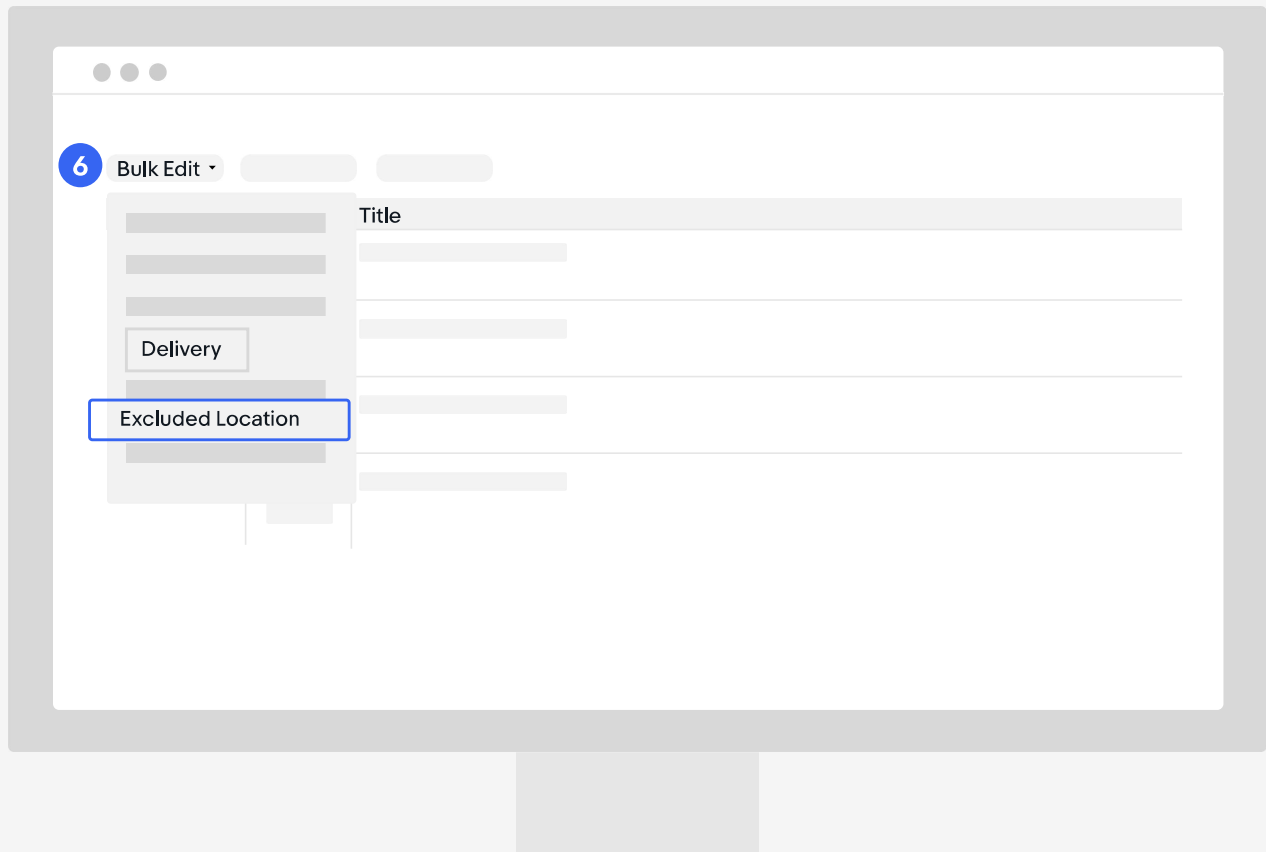
Step 6

Click on the "Bulk Edit" button and select "Excluded Location" from the Delivery section.

Managing Country Exclusions: Bulk Listing Tool

Excluded Location

3 eligible listings

Domestic
- ● No change
- ○ Change to

International
- ○ No change
- ⑦ ● Change to

Additional
- ● No change
- ○ Change to
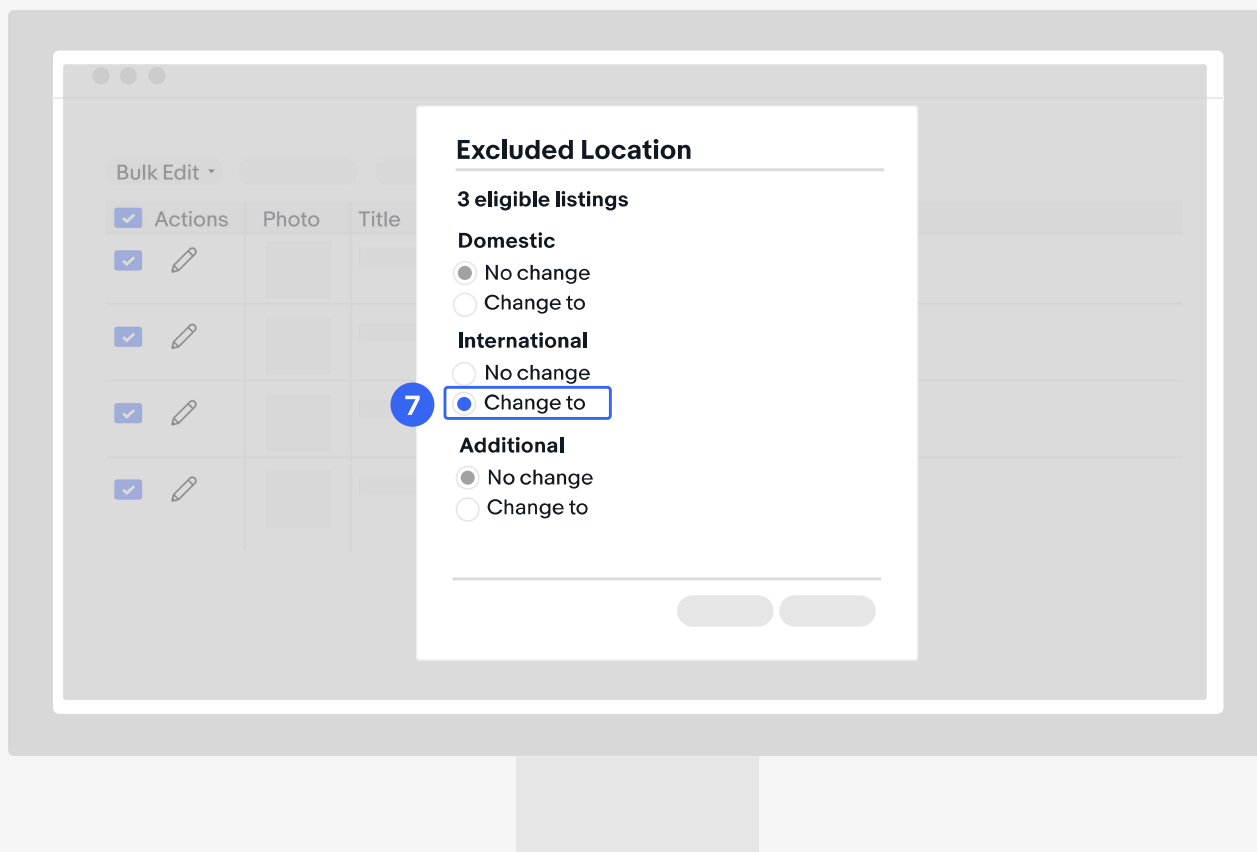
Step 7

Click "Change to" under "International."

Managing Country Exclusions: Bulk Listing Tool

Excluded Location

International
○ No change
● Change to

☑ Africa (55/55) ▾

☑ Asia (2/45) ▴

☑ Afghanistan

☑ Armenia

☐ Azerbaijan Republic
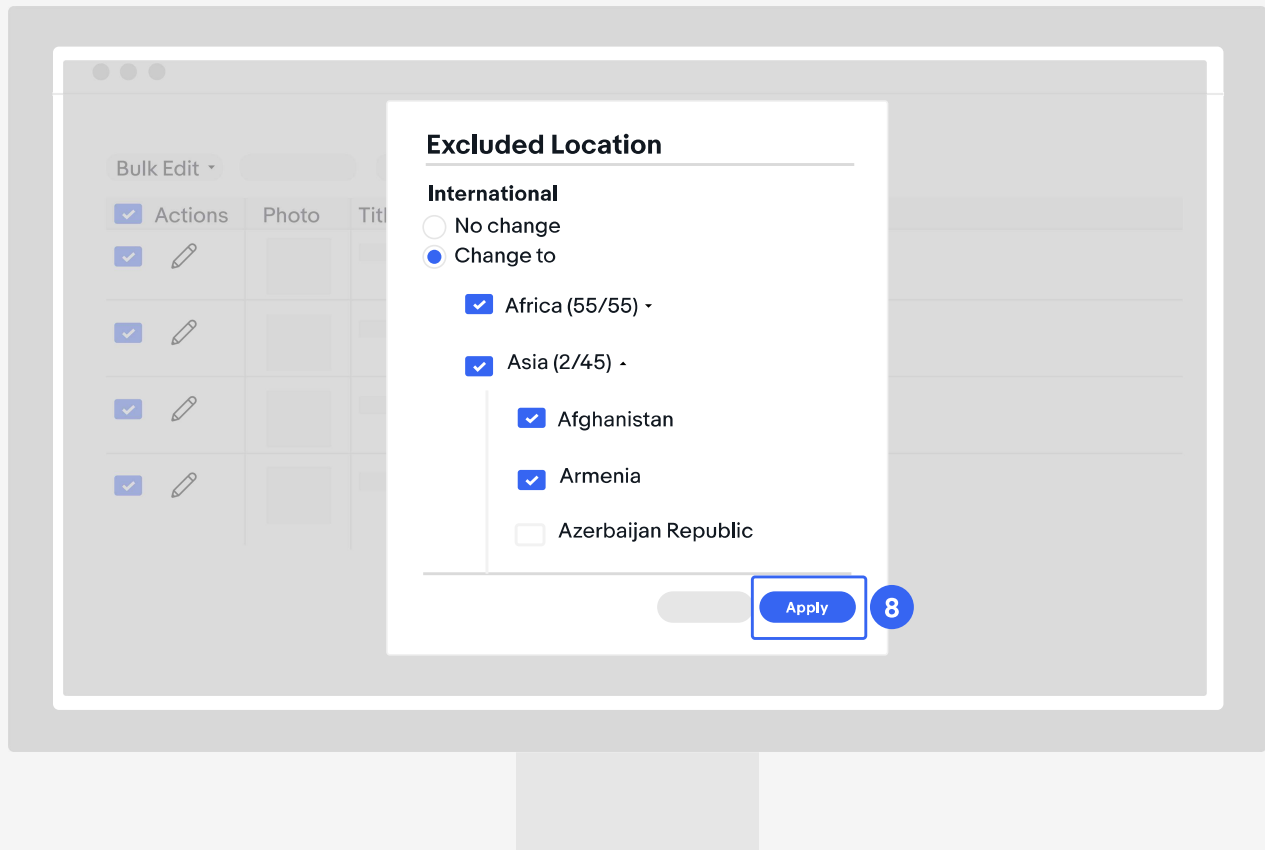
Apply (8)

Step 8

Select the regions and/or countries you want to exclude.
Click "Apply."

Managing Country Exclusions: Bulk Listing Tool
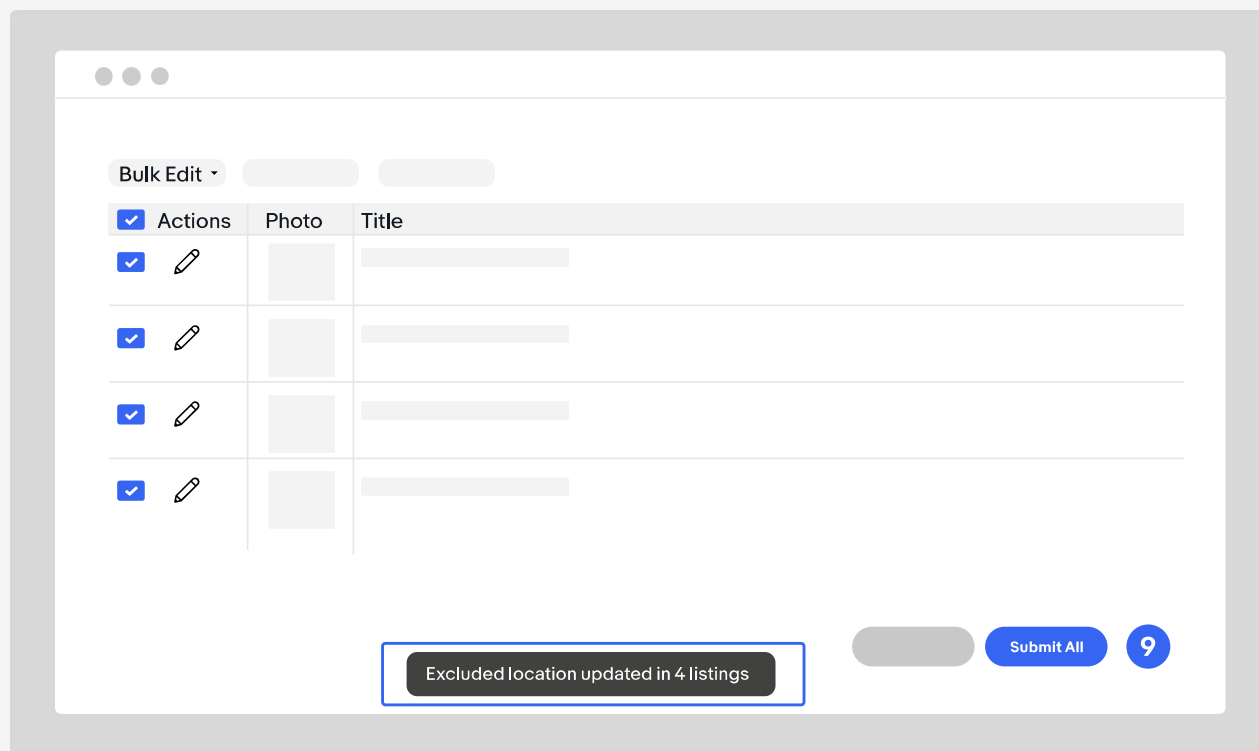
Step 9

You will see a confirmation at the bottom. Click "Submit All."

Managing Country Exclusions: Bulk Listing Tool

Review fees ✕

Submit **10**

Bulk Edit ▾

☑ Actions Photo
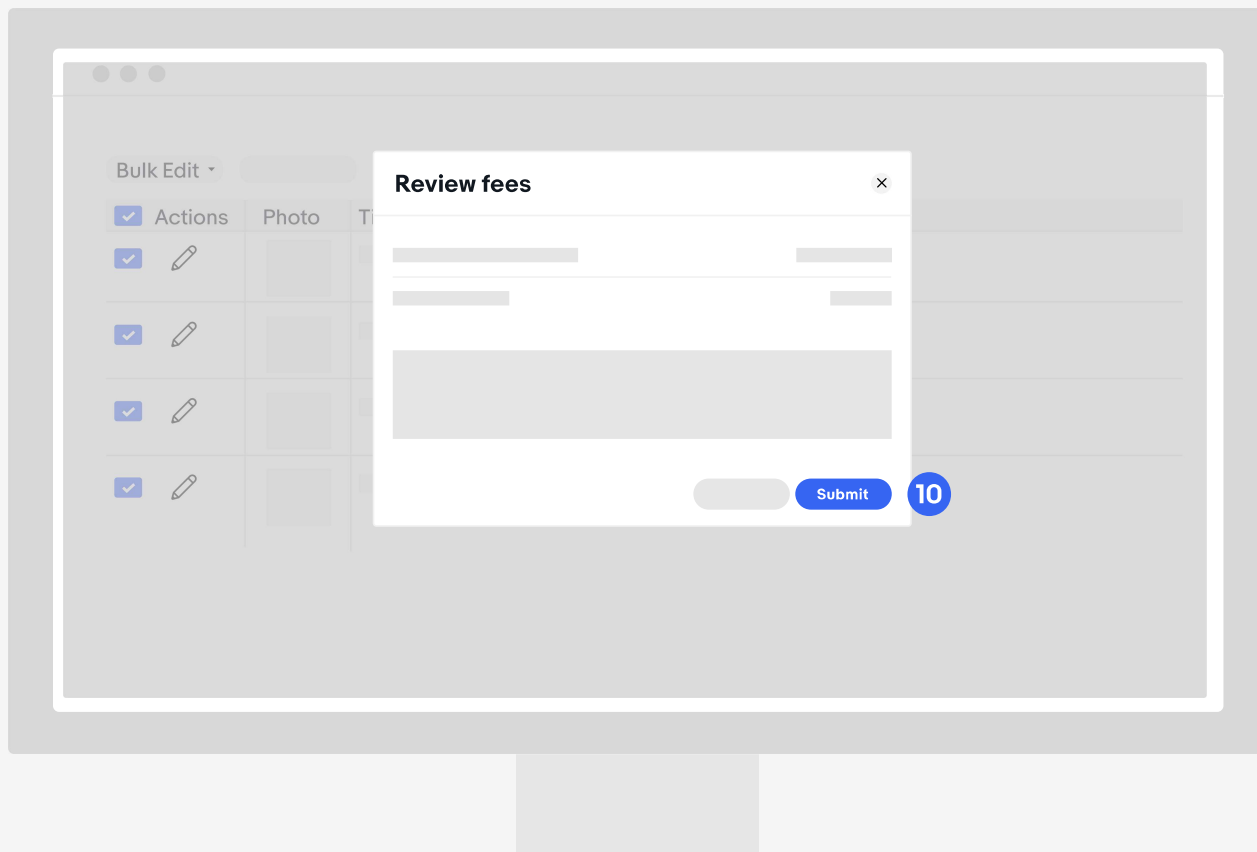
Step 10
Then, click "Submit."

Bulk Edit ▾

☑ Actions	Photo	Title

Confirmation

☑ **4 listings are now live**   Total estimated fees: $0.00

Total estimated fees may vary due to special offers and listing start times.

[**Done**] ⑪
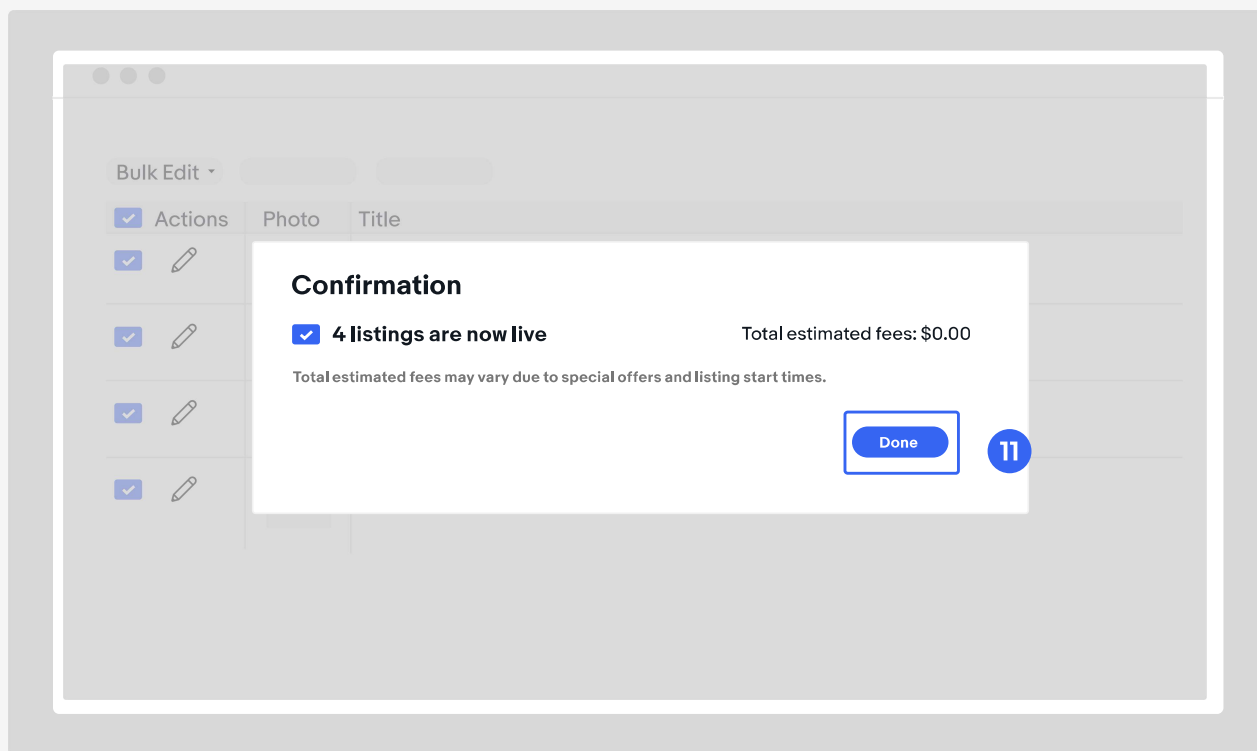
Step 11

You will see a confirmation of your change. Click "Done."
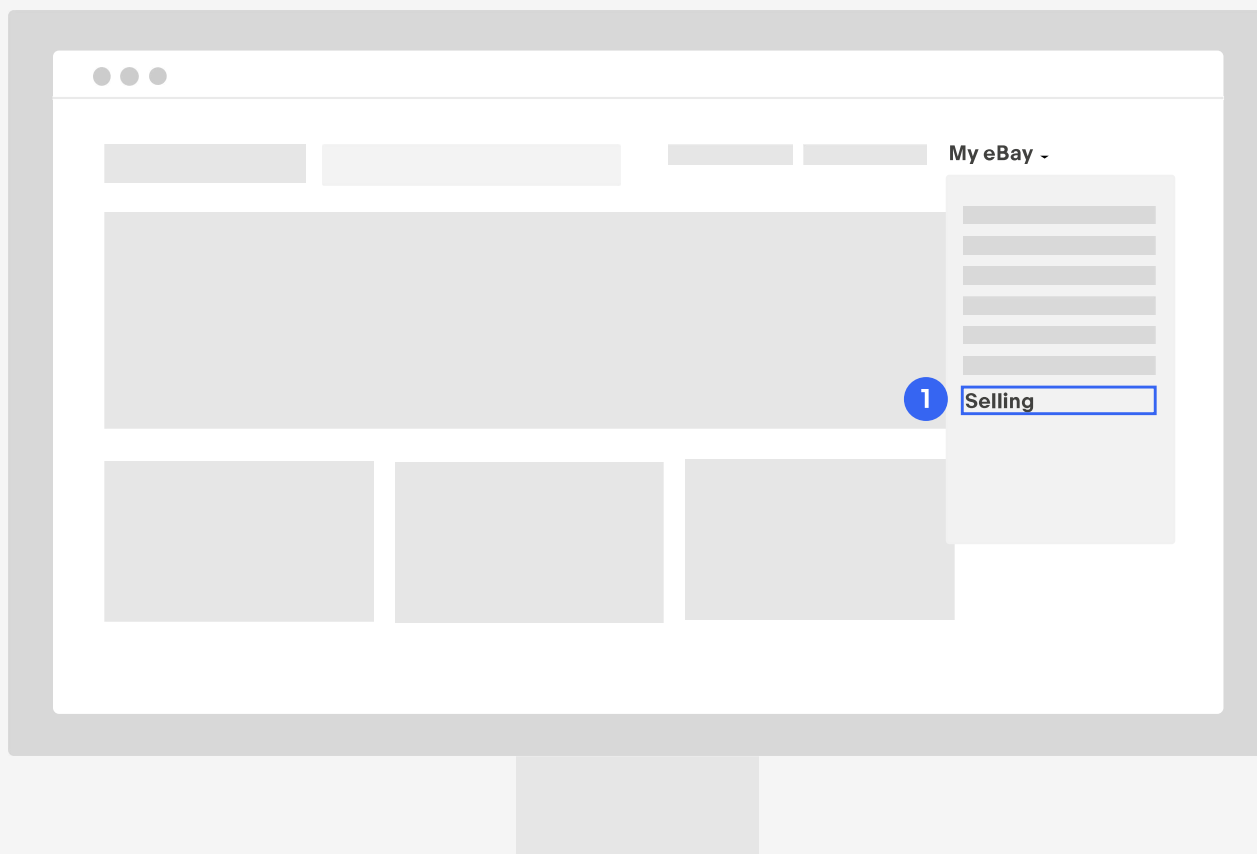
Step 1

In the upper right corner of your screen, hover over the My eBay dropdown menu and select "Selling."

Country Exclusions: Single Listing Tool

Seller Hub
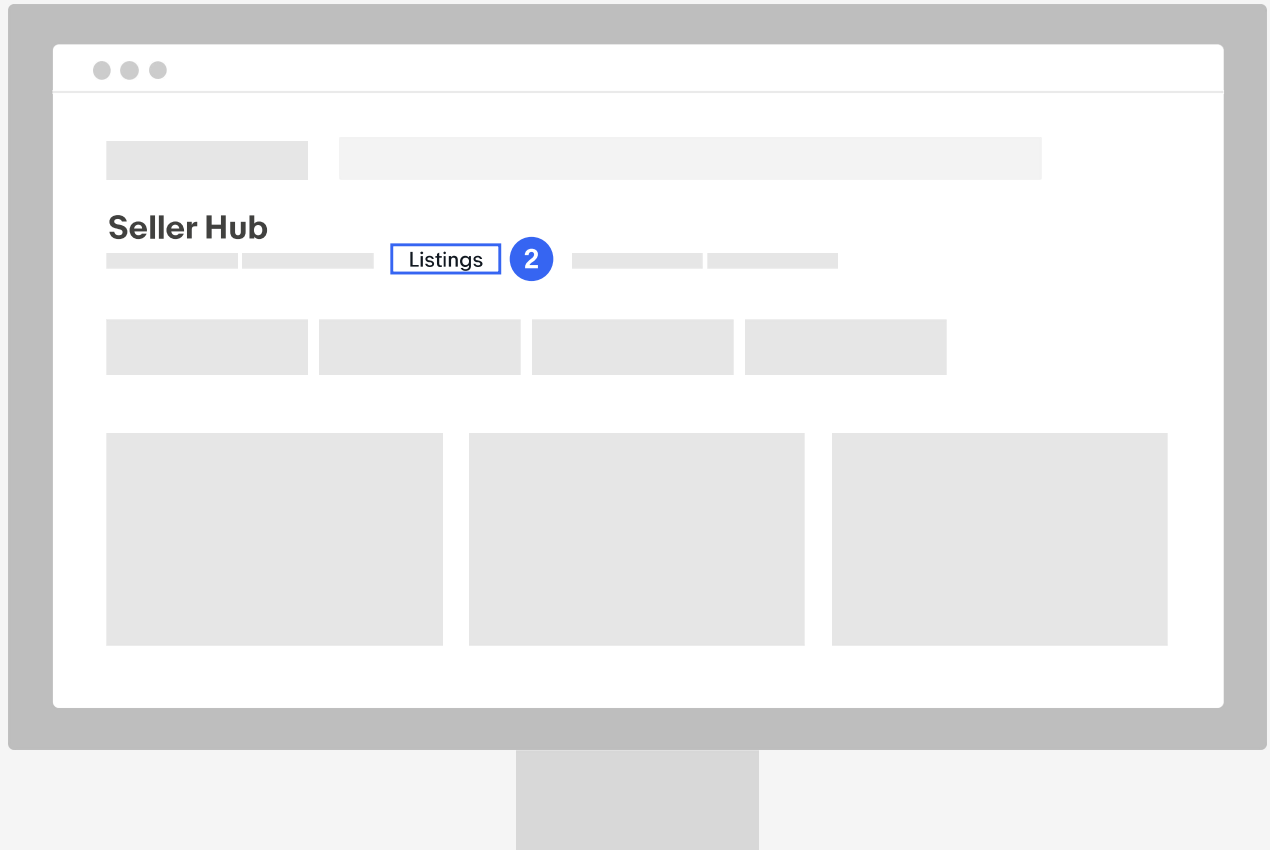
Listings **2**

Step 2

Select "Listings" from the top menu of your
Seller Hub.

Country Exclusions: Single Listing Tool

Manage active listings (24)

Actions	Photo	Title
Edit ▾		

3
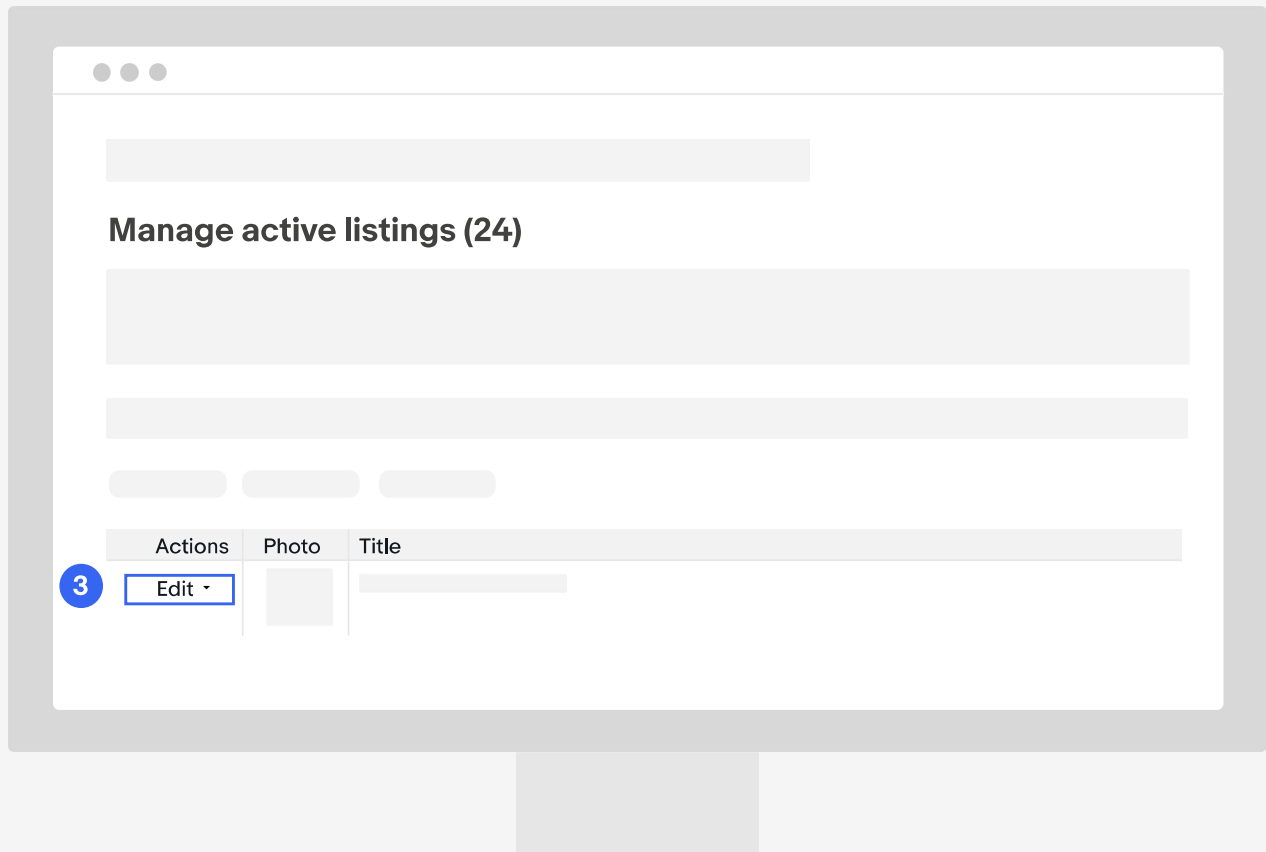
Step 3
Within your active listings, click "Edit" next to the listing you want to update.

Country Exclusions: Single Listing Tool

SHIPPING

Method

Standard shipping: Small to medium items ▼

Package Weight

6 lbs. | oz.

Package dimensions

25 in. x 25 in. x 25 in.

Domestic shipping

Cost type

Calculated: Cost varies based on buyer location ▼

Primary service

USPS Ground Advantage
2-9 business days

Buyer pays:
$5.22 - $7.03 ~~$7.22 – $9.03~~
eBay discounted rates

☐ **Offer free shipping**
Entice buyers by offering free shipping for your primary shipping service.

④ ⚙ See shipping options

Step 4

Scroll down to the Shipping section and click on "See shipping options."

Country Exclusions: **Single Listing Tool**

Step 5

In the dropdown, scroll down and toggle "Excluded locations."

Country Exclusions: Single Listing Tool

Preferences

Your Settings ✏️

Excluded locations

> **Expand your reach and ship to more international locations** ✕
> Update your settings to allow eBay International Shipping to ship to your currently excluded locations and we'll take care of customs, international returns, and refunds.
>
> **Go to settings**

6 | Asia (+1) ▶ |
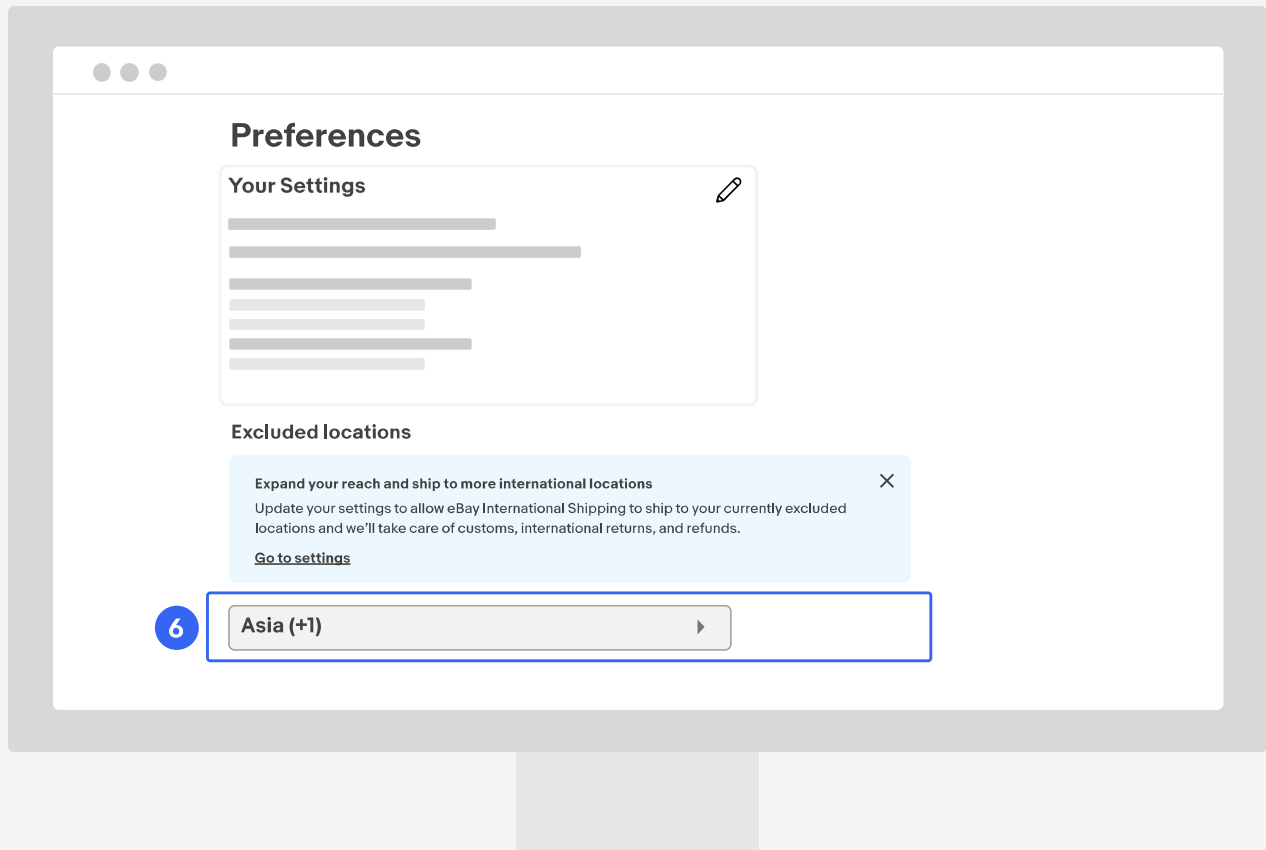
Step 6

Navigate to your Preferences and "Excluded locations."

Country Exclusions: Single Listing Tool
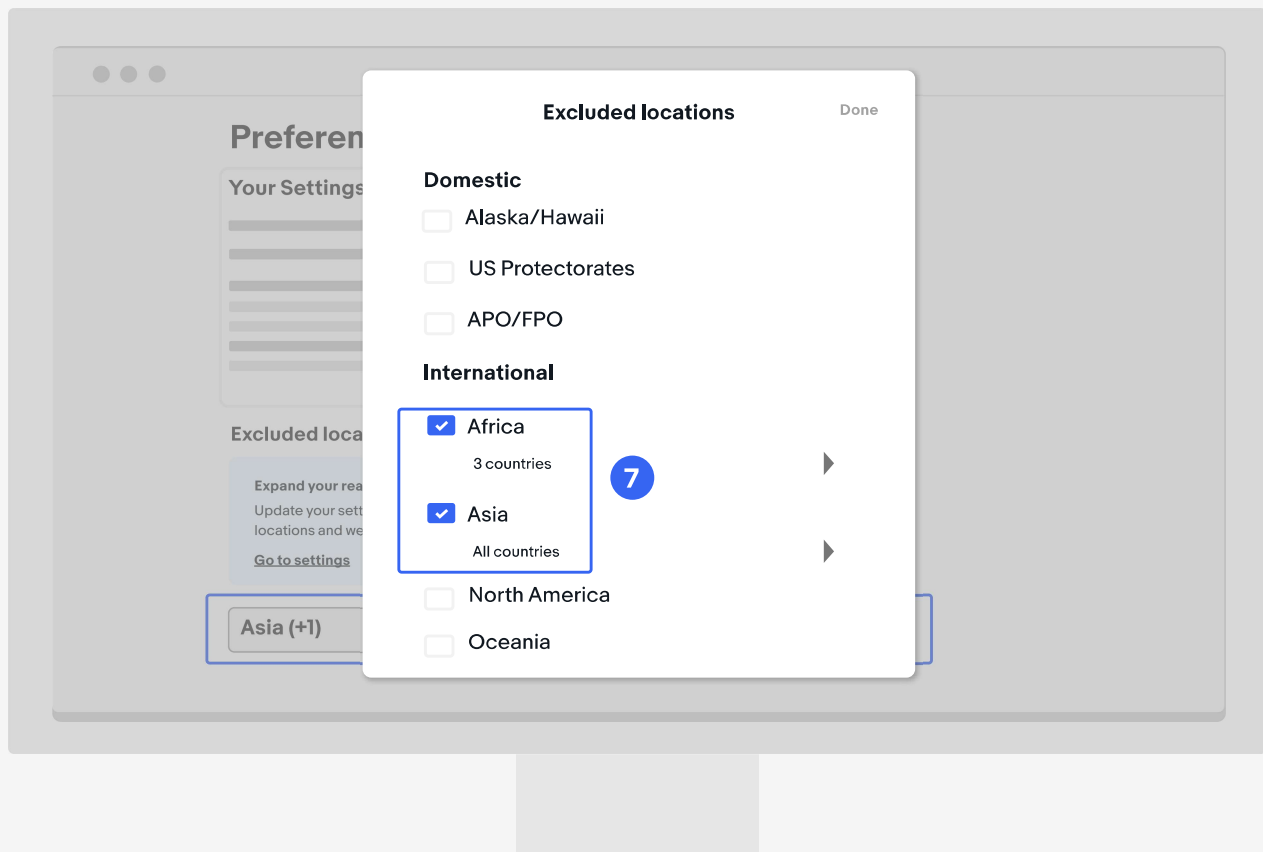
Step 7

In the pop-up, select all the locations under the international section that you want to exclude. Or, to keep this listing in the U.S. only, select all the locations under the international section.
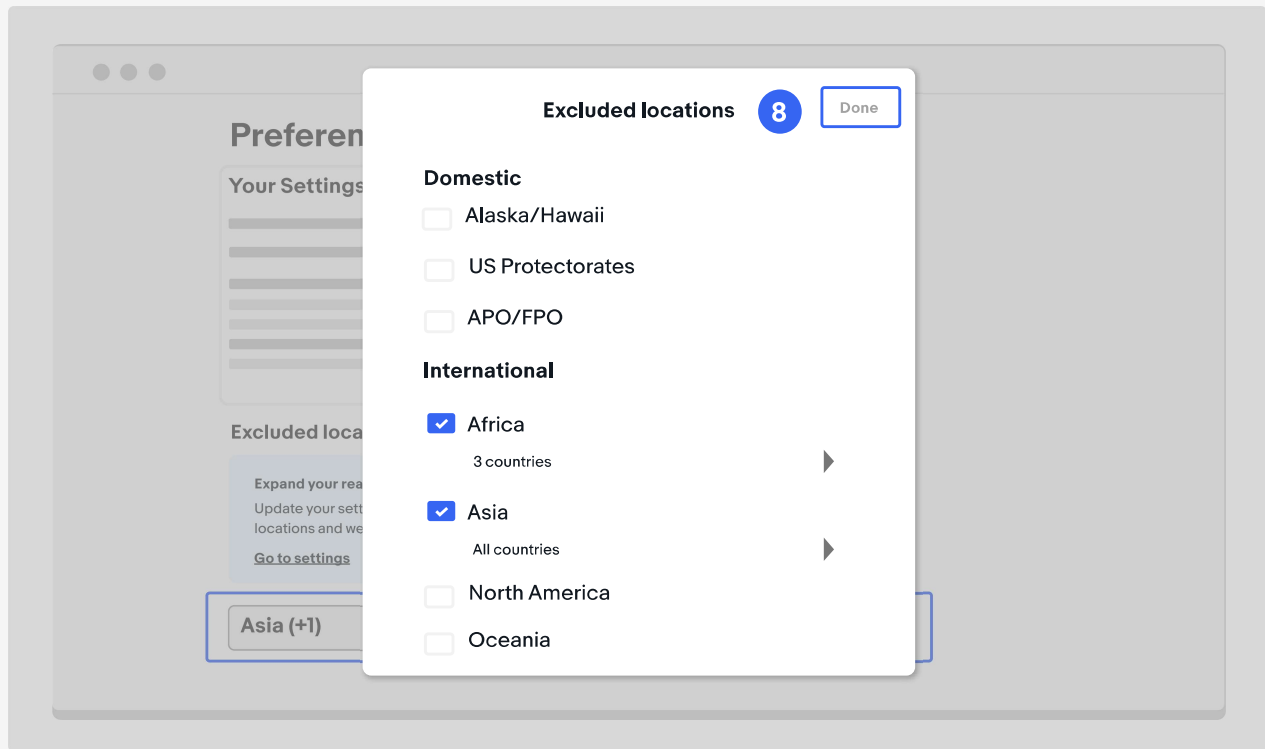
Step 8

Select "Done" in the top-right corner of the "Excluded locations" window.

Country Exclusions: Single Listing Tool

Preferences

Your settings ✎

Excluded locations

Expand your reach and ship to more international locations ✕
Update your settings to allow eBay International Shipping to ship to your currently excluded locations and we'll take care of customs, international returns, and refunds.

Go to settings

| Asia (+1) | ▶ |
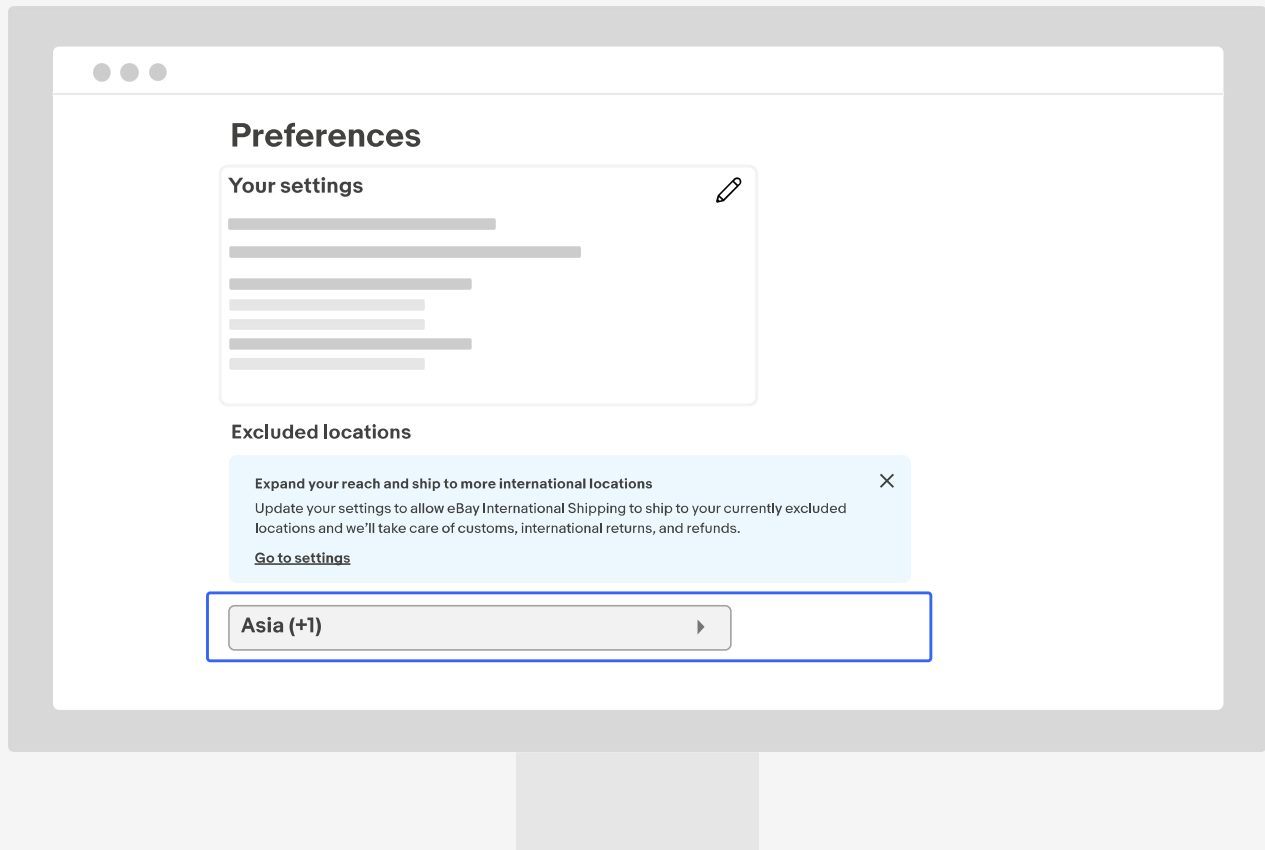
You'll see your excluded countries in the "Excluded locations" box.

Country Exclusions: Single Listing Tool

Preferences

Your settings

Excluded locations

> **Expand your reach and ship to more international locations**
> Update your settings to allow eBay International Shipping to ship to your currently excluded locations and we'll take care of customs, international returns, and refunds.
>
> **Go to settings**   ✕

9

Asia (+1)   ▶
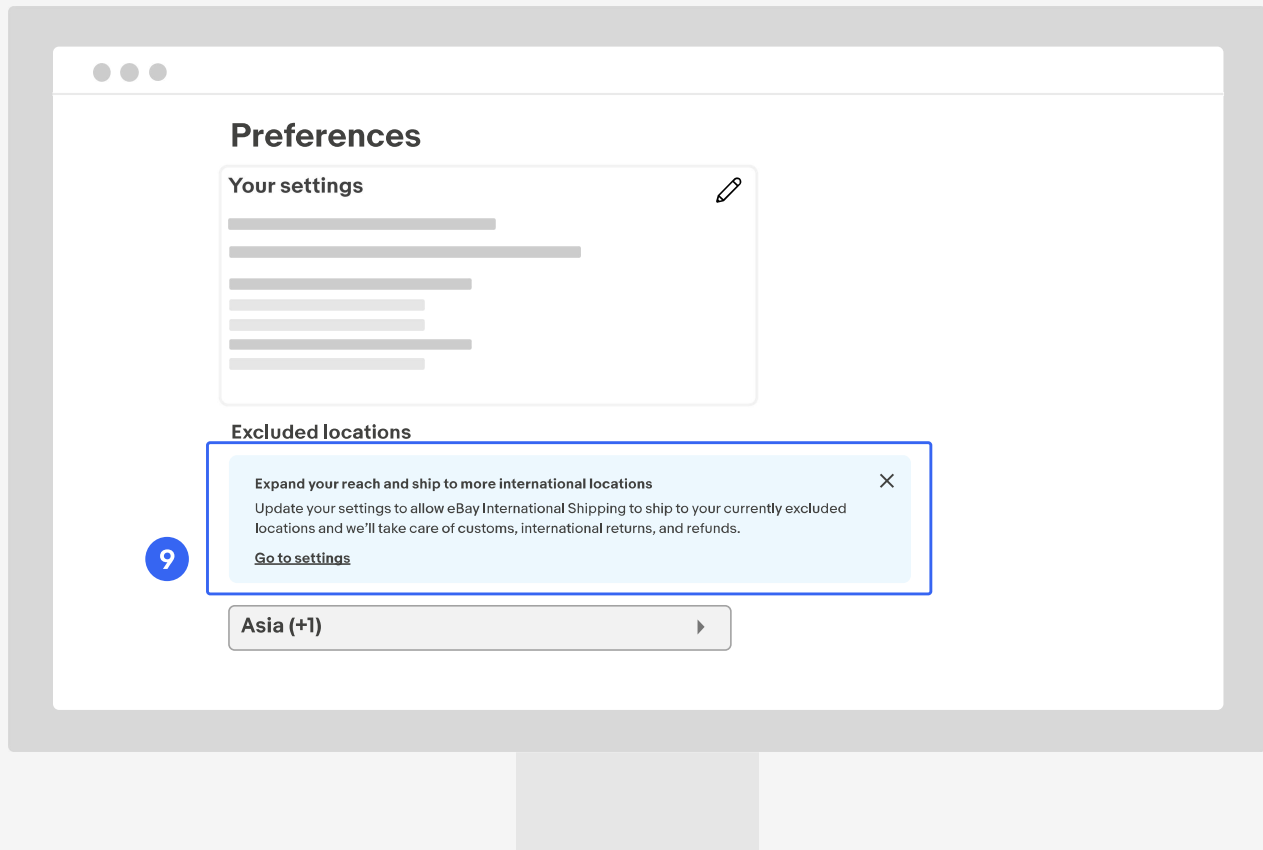
Step 9 (optional)

Consider allowing eBay to ship to your excluded locations through an eBay managed service, like eBay International Shipping.

If interested, click 'Go to settings' within the pop up and you're able to toggle on this setting within this listing environment. If you keep the toggle off, your exclusions will apply to all listings regardless of the shipping service used.

Preferences   ✎ Edit

Payment

☑ Require immediate payment when buyer uses buy it now

Charity   ✎ Edit

(10) **Revise it**

Review
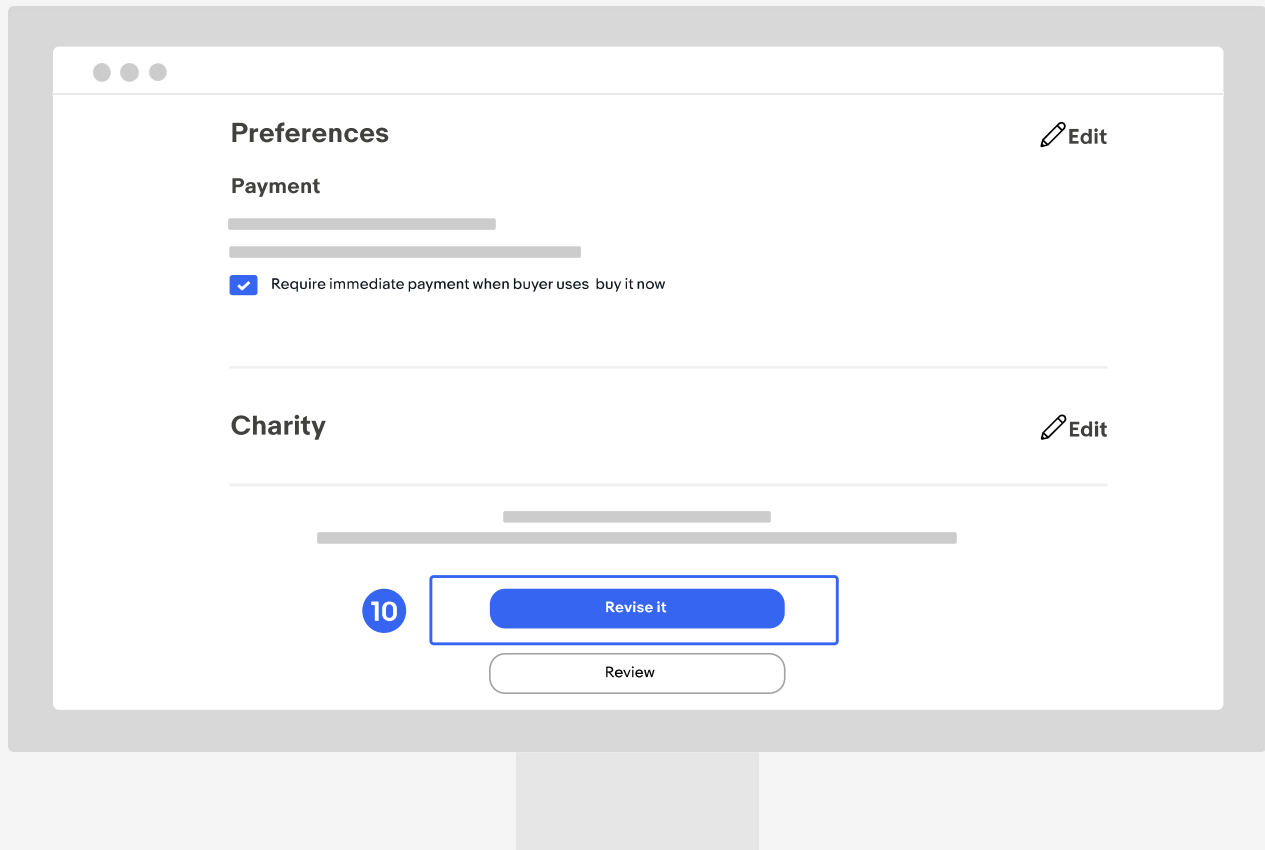
Step 10

Scroll down to the bottom of the page and click "Revise it."

Step 1

In the upper right corner of your screen, hover over the My eBay dropdown menu and select "Selling."

Managing Country Exclusions: **Business Policies**

Seller Hub
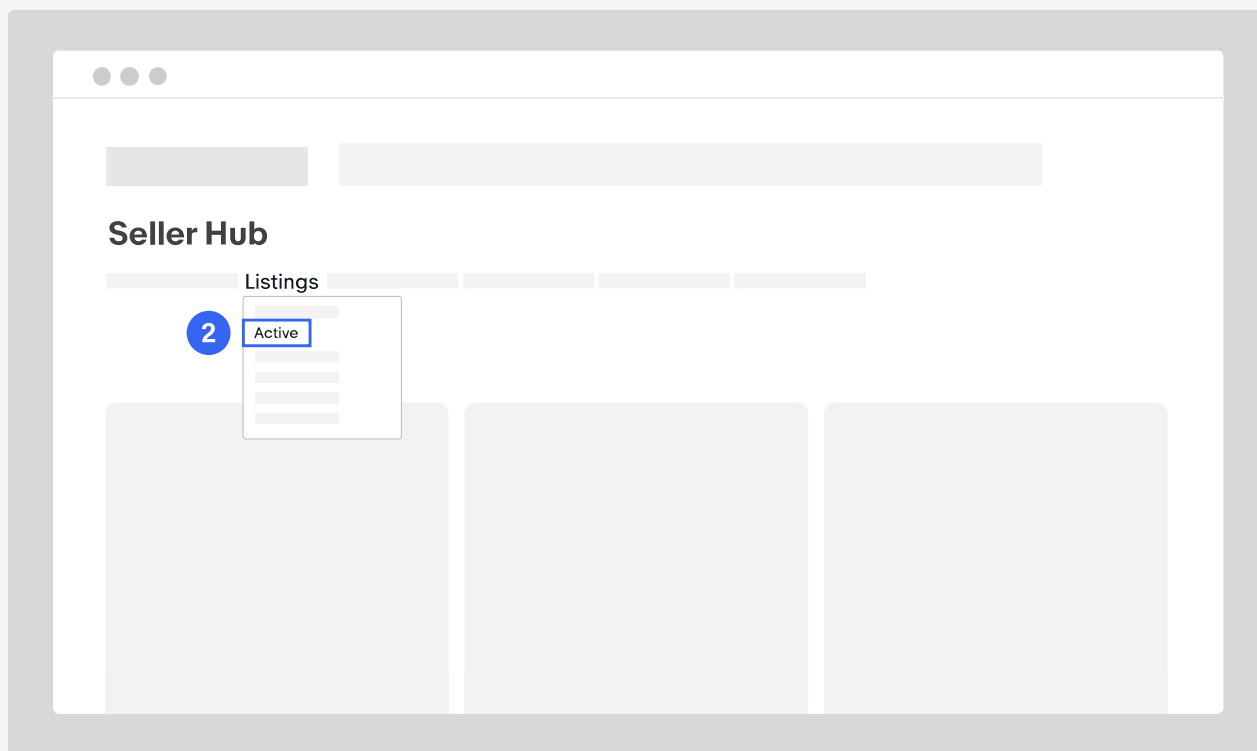
Listings

2 Active

Step 2

Hover over "Listings," then select "Active" from the dropdown.

Managing Country Exclusions: **Business Policies**

Seller Hub

Manage Active Listings

3 Business Policies
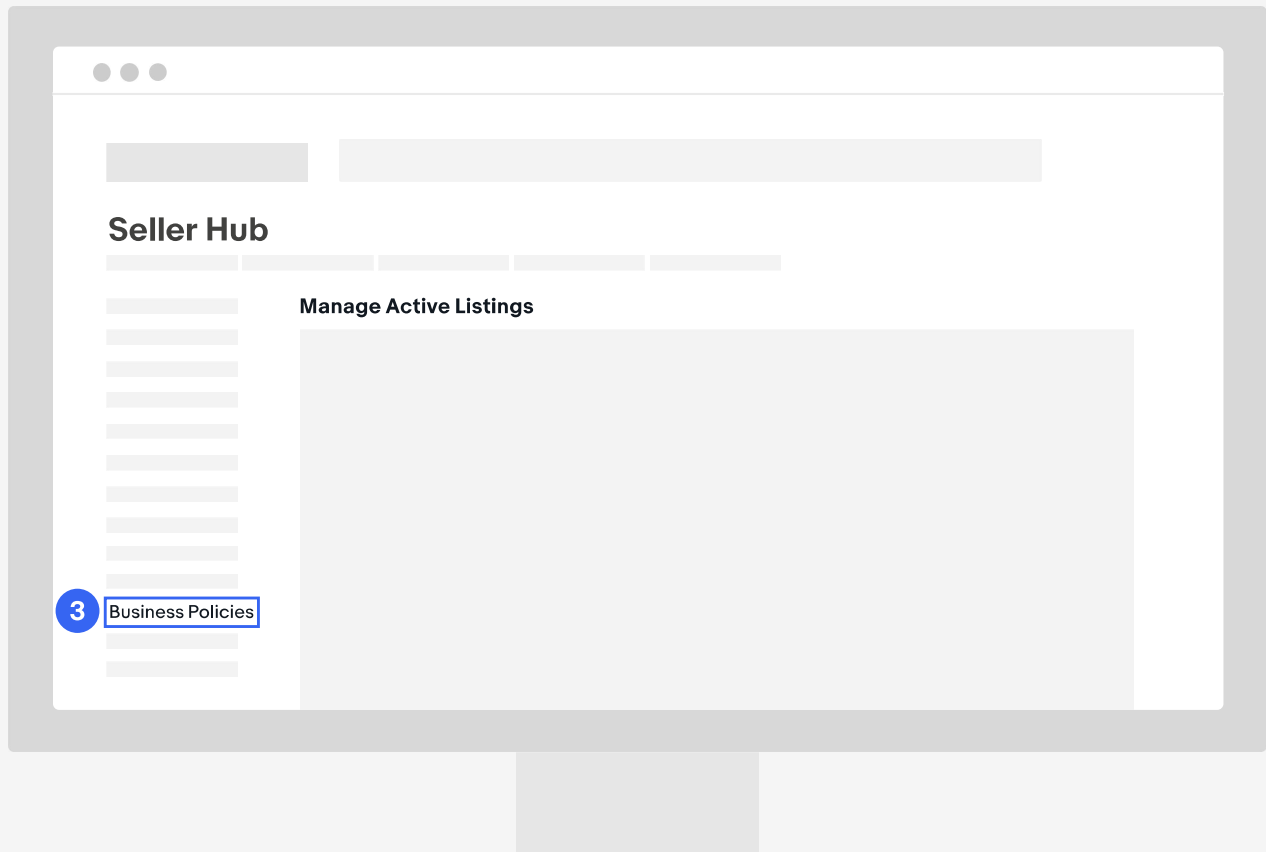
Step 3

Select "Business Policies" on the lefthand side.

My eBay: Account

My account

Manage your business policies

④ Shipping   Default Shipping policy
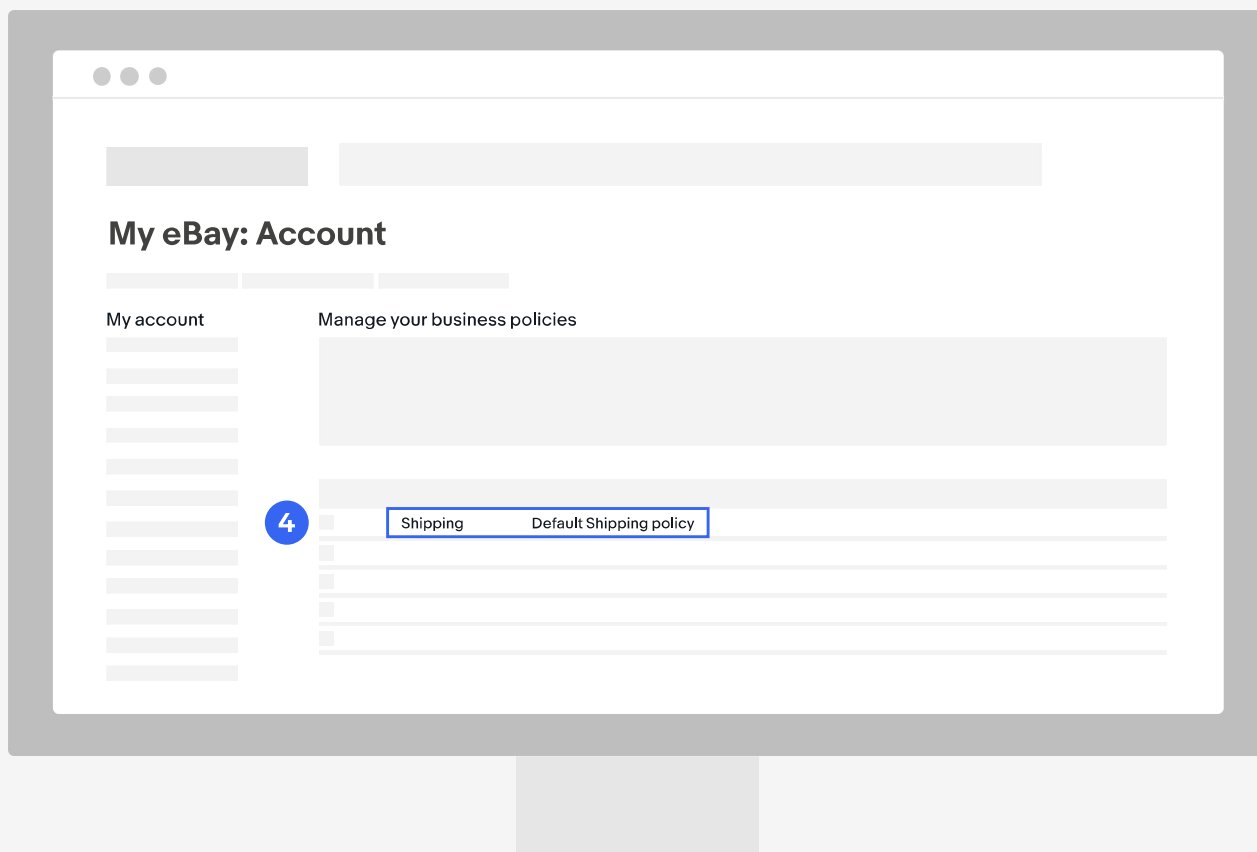
Step 4

Select a shipping policy you want to revise.

Managing Country Exclusions: **Business Policies**

International shipping

eBay International Shipping
Your listing will show up for buyers worldwide, where applicable. Ship to our domestic hub, and we'll handle the rest, including customs and returns – at no cost to you. Learn more

Other international shipping services

No International Shipping ▾

Shipping rate tables

Exclude Shipping Locations
Expand your global reach and allow eBay International Shipping to ship to your currently excluded locations. Go to settings
No locations are excluded
5 Create exclusion list

Save

Step 5
Under the 'International shipping' section, click "Create exclusion list".
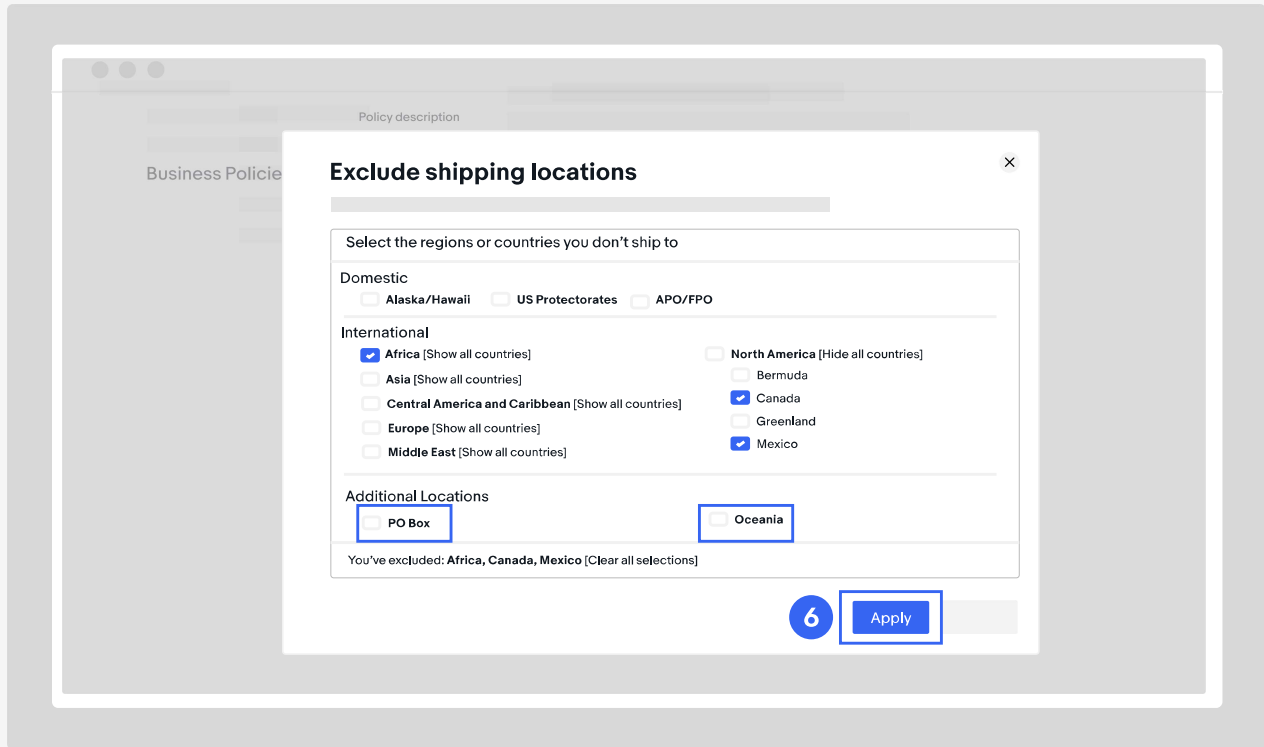
Step 6

Select all the regions or countries you don't want to ship to. If you don't want to ship to any international locations, select all the boxes. Then, click "Apply."

International shipping

eBay International Shipping
Your listing will show up for buyers worldwide, where applicable. Ship to our domestic hub, and we'll handle the rest, including customs and returns – at no cost to you. Learn more

Other international shipping services

No International Shipping ▾

Shipping rate tables

Exclude shipping locations
Expand your global reach and allow eBay International Shipping to ship to your currently excluded locations. Go to settings
☑ Excluded locations: Africa, Canada, Mexico
Edit exclusion list

Save

7

Business Policies

Step 7 (optional)

At the bottom of the screen, you can view your excluded countries.

Consider allowing eBay to ship to your excluded locations through an eBay managed service, like eBay International Shipping.

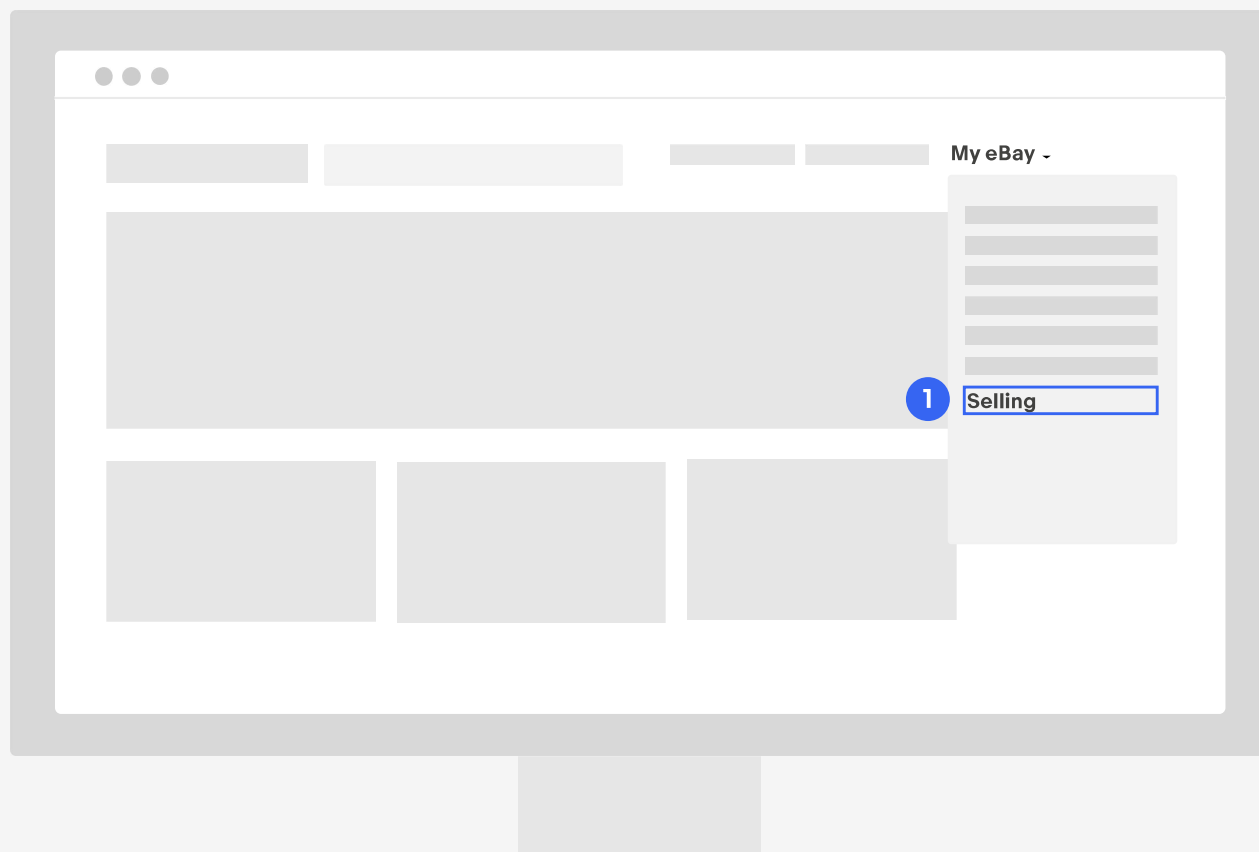If interested, click 'Go to settings' and toggle on this setting. If you keep the toggle off, your exclusions will apply to all listings.

International shipping

eBay International Shipping
Your listing will show up for buyers worldwide, where applicable. Ship to our domestic hub, and we'll handle the rest, including customs and returns – at no cost to you. Learn more

Other international shipping services

No International Shipping ▾

Shipping rate tables

Exclude shipping locations
Expand your global reach and allow eBay International Shipping to ship to your currently excluded locations. Go to settings

☑ Excluded locations: Africa, Canada, Mexico
Edit exclusion list

8 Save

Business Policies

Step 8
Click "Save" and your business policies are set.

Hi **John!** ▾   Daily Deals   Brand Outlet   Help & Contact

John Smith
jsmith9(23*)

1 Account Settings
Sign out
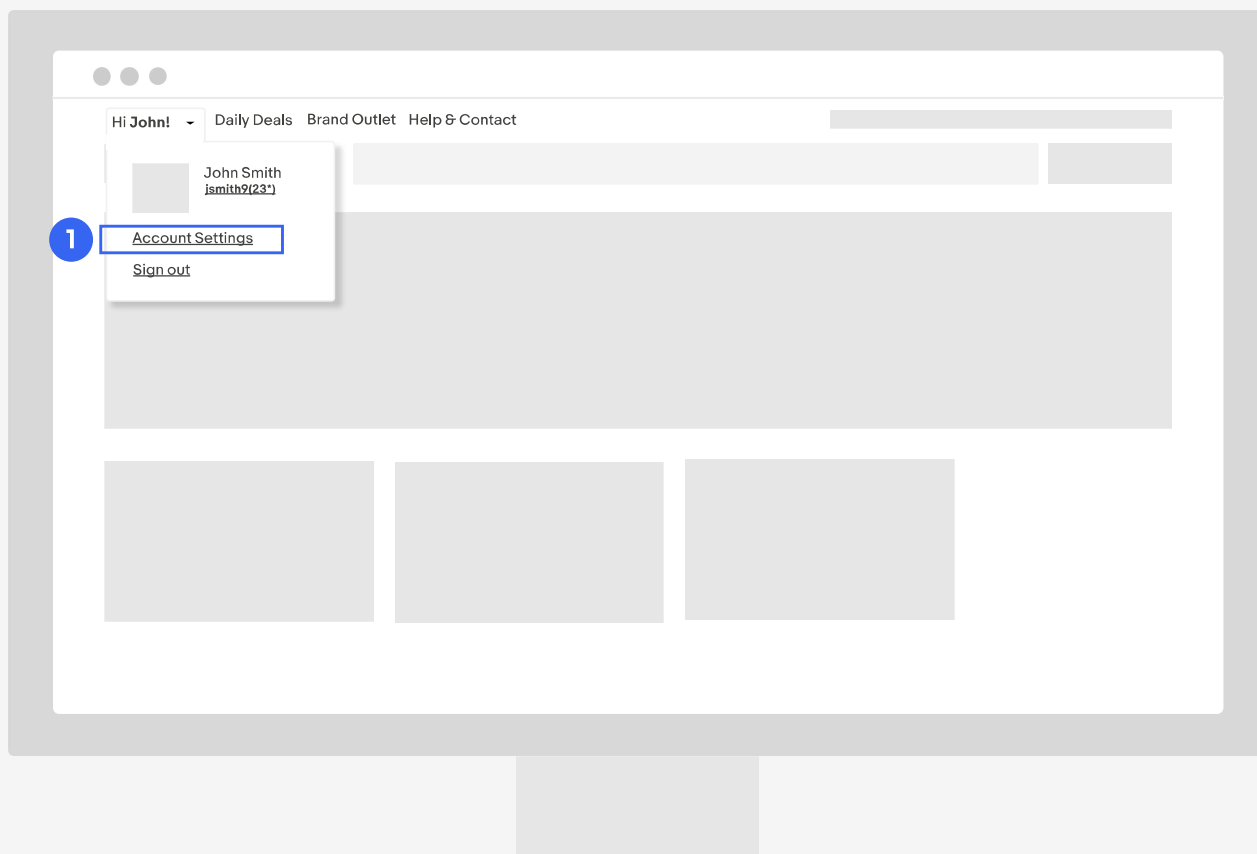
Step 1

Navigate to "Account Settings."

My eBay

Activity   Messages   Account

Personal Info   **Payment Information**   **Account Preferences**

Selling   **Donation Preferences**

② Shipping Preferences
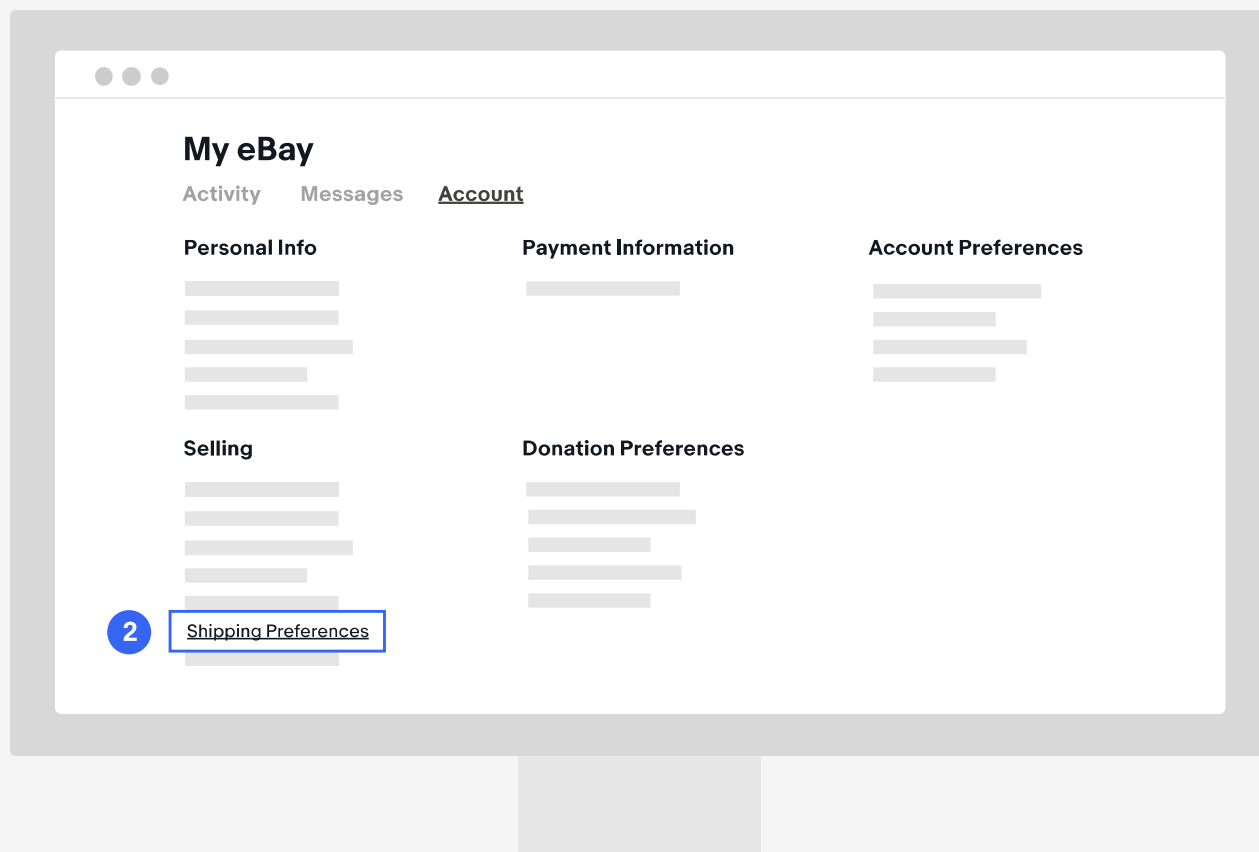
Step 2
Scroll down and select "Shipping Preferences."

Managing Country Exclusions: Account Level

Shipping Preferences

Shipping service	Status	Actions
eBay International Shipping	Enrolled	Opt out

Shipping settings

Exclude shipping locations.	Domestic: International:	0 0	Edit

3
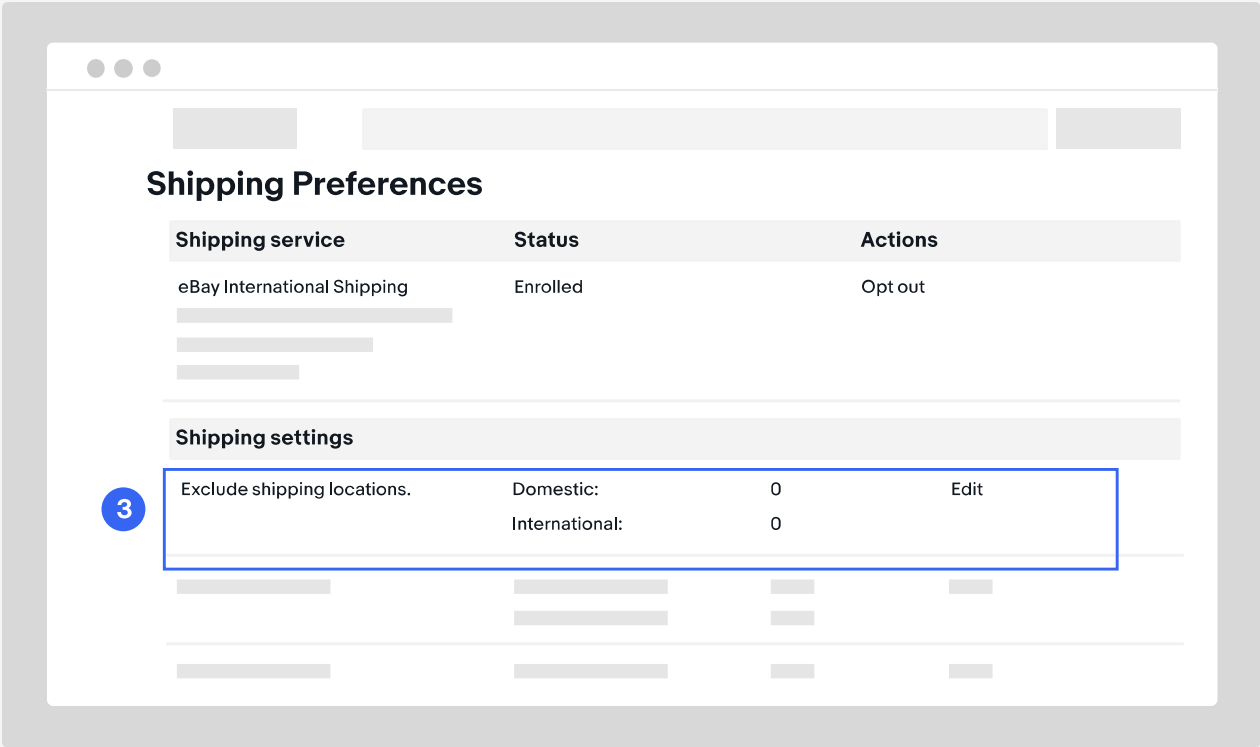
Step 3

Under Shipping settings, click "Edit" next to
"Exclude shipping locations."

Managing Country Exclusions: **Account Level**

Exclude shipping locations

Expand your reach to more international locations (NEW)
Allow eBay International Shipping to ship eligible listings to your currently excluded locations and we'll take care of customs, international returns, and refunds. Excluded locations still apply when you ship on your own.

Domestic
- ☐ Alaska/Hawaii
- ☐ US Protectorates
- ☐ APO/FPO

International
- ☑ **Africa** (24)
  Show all countries
- ☐ **Asia** (0)
  Show all countries
- ☐ North America (2)
  - ☐ Bermuda
  - ☑ Canada
  - ☐ Greenland
  - ☑ Mexico
  Hide all countries
- ☐ **Europe** (Including UK) (0)
  Show all countries
- ☐ **Central America and Caribbean** (0)
  Show all countries
- ☐ **Oceania** (0)
  Show all countries
- ☐ **Middle East** (0)
  Show all countries

Additional Locations
- ☐ PO Box

4

[Save]

Step 4

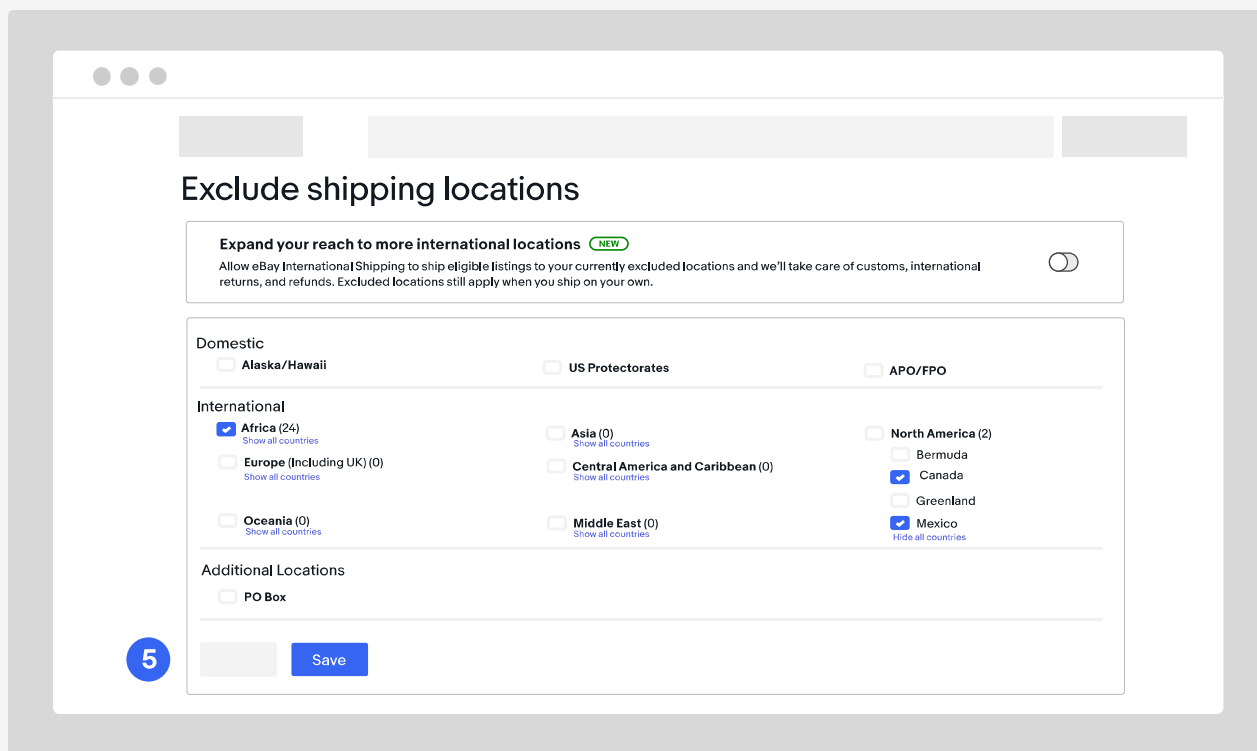Select the regions you want to exclude or click "Show all countries" under certain regions to just exclude individual countries.

If the toggle is off, your exclusions will apply to all of your listings. If the toggle is on, eIS will be offered to your excluded locations, but your self-ship international options will still be excluded.
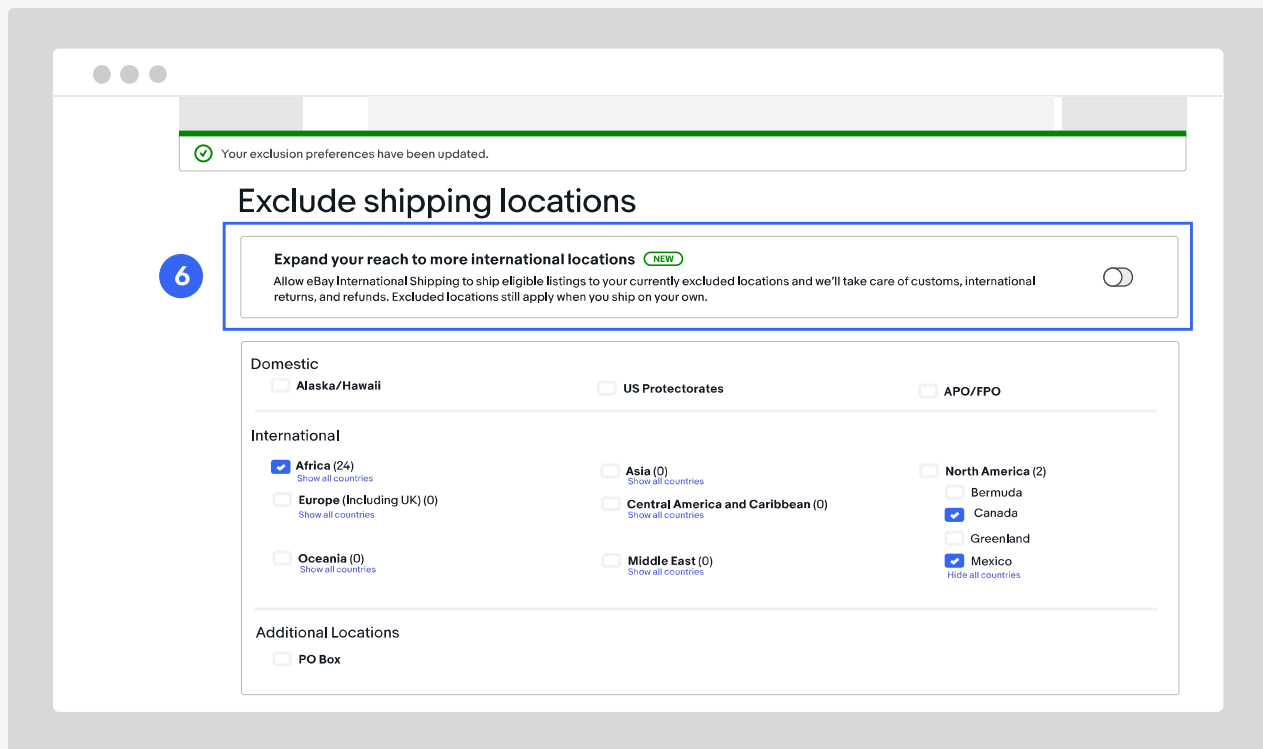
Exclude shipping locations

Expand your reach to more international locations (NEW)

Allow eBay International Shipping to ship eligible listings to your currently excluded locations and we'll take care of customs, international returns, and refunds. Excluded locations still apply when you ship on your own.

Domestic

- ☐ Alaska/Hawaii
- ☐ US Protectorates
- ☐ APO/FPO

International

- ☑ **Africa** (24)
  Show all countries
- ☐ **Asia** (0)
  Show all countries
- ☐ **North America** (2)
  - ☐ Bermuda
  - ☑ Canada
  - ☐ Greenland
  - ☑ Mexico
  Hide all countries
- ☐ **Europe** (Including UK) (0)
  Show all countries
- ☐ **Central America and Caribbean** (0)
  Show all countries
- ☐ **Oceania** (0)
  Show all countries
- ☐ **Middle East** (0)
  Show all countries

Additional Locations

- ☐ PO Box

5 [Save]

Step 5

Click "Save" to apply exclusions.

Managing Country Exclusions: Account Level
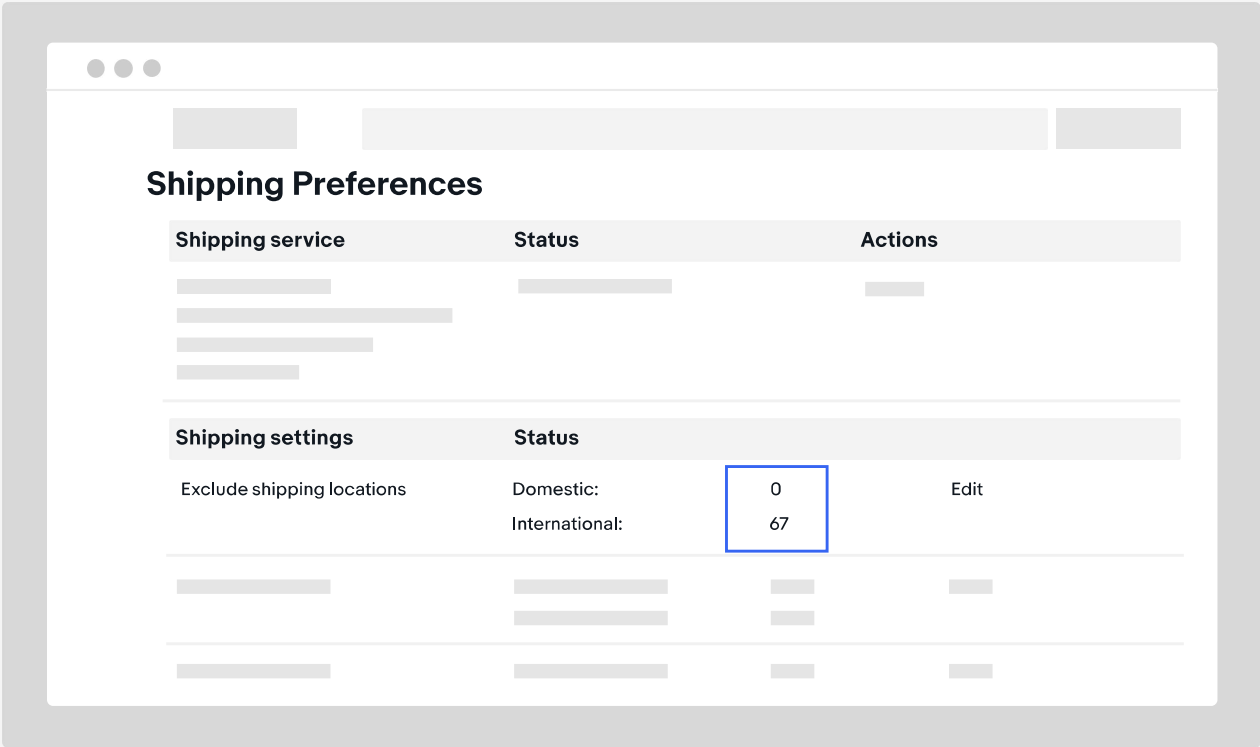

Step 6 (optional)

At the top of your screen, you will see a banner confirming exclusions.

Consider allowing eBay to ship to your excluded locations through an eBay managed service, like eBay International Shipping.

If interested, toggle on this setting. If you keep the toggle off, your exclusions will apply to all listings.

Shipping Preferences

Shipping service	Status	Actions

Shipping settings	Status	
Exclude shipping locations	Domestic: 0	Edit
	International: 67	

The "Exclude shipping locations" section will now display the number of countries you excluded.