

## **Your Policies and Terms of Sale**

Along with well-written, honest, and persuasive item description copy, you must include clearly stated policies or terms of sale for effective customer service. Direct communication with your customers about your expectations of them and exactly what they can expect from you works wonders in the satisfaction department. Be thoughtful with your sales policies, word them carefully, and be sure to include information concerning the following:

- Payment types accepted
- Shipping methods and costs
- Sales tax
- Warranties and guarantees
- Return and refund policies
- Feedback
- Additional customer service policies, including timeframes for submitting payments, offers for expedited shipping, or other instructions for payment

Your terms of sale should appear in three locations:

- In the body text of each and every item description
- In the appropriate spots for shipping and payment information on the Sell Your Item form
- In your About Me page or as a customized page in your eBay Store

**Tip:** Use the *Sell Similar link* or create templates in Turbo Lister or your listing management service that include your standard terms of sale as boilerplate text that appears automatically with each listing you create.

## **Sample Terms of Sale**

### **Shipping & Handling:**

Item will be shipped within 4 business days of the date of payment.

### **Payment:**

Item must be paid for within 7 business days or the buyer forfeits to next highest bidder. If there is no second bidder, the item may be relisted.

### **PayPal**

When the auction is ended, use either the PayPal Pay Now button that will appear in this listing or log into your PayPal account and send payment.

If you win multiple auctions, then please combine all your auctions into one payment. This helps to reduce my PayPal fees and extends the same courtesy to me, that I extend to you by combining shipping.

### **Credit Card**

If you do not have a PayPal account, you can use a credit card at the PayPal site free of charge to you. Payments must be directed to [liz@elizabethahammond.com](mailto:liz@elizabethahammond.com)

### **Returns:**

No Returns Accepted.

### **Contact Us:**

Please email [liz@elizabethahammond.com](mailto:liz@elizabethahammond.com) or Click the Contact buyer button to the right of the auction.