

Error: You've provided an invalid shipping policy / return policy / payment policy.

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Error: You've provided an invalid shipping policy / return policy / payment policy

1. Reason

The error means that the "eBay business **policy**" used in the datasheet does not meet the requirements. The possible reasons are:

1. The eBay account or site does not match the "eBay business **policy**" information used in the datasheet, especially the copied datasheet will bring over the eBay commercial policy information in the original datasheet;
2. The eBay business **policy** value filled in the data form is invalid, and the corresponding eBay business **policy** cannot be found;
3. The datasheet or business profile has enabled the eBay business policy, but the corresponding "eBay payment policy, eBay shipping policy, and eBay return policy" are not filled in at the same time.

2. Solution

1). If you don't want to use **eBay business policy**: Find the "eBay Payment Policy, eBay Shipping Policy, and eBay Return Policy" in the datasheet and delete the contents, and turn off the function of "Use eBay Policy" .

Note: If the **business profile** has enabled "Use eBay Policy", you also need to turn off this function in the **business profile**.

as the picture shows:

Listing Basic

Item & Price

Shipping & Returns

Descriptions

Item

* SKU length limit is 50 characters(including spaces). characters after 50th will be deleted upon saving datasheet.

* (For multi-var datasheet)If duplicated child SKUs are detected upon saving, only the first added child SKU will be saved in this d

SKU*

Lot Size*

1

Qu

Accept Best Offer

Yes

Auto Reject Amount(Below)

0

Aut Am

Currency**

United Kingdom Pound

Payment Method*

PayPal

Pay

Immediate Payment

Yes

PayPal Email

eBay Payment Policy

183967031014

Search

E.g. 20%, please input "20"

VAT Rate(%)

20



Listing Basic



Item & Price



Shipping & Returns



Descriptions

Shipping & Return Policy

Domestic Shipping ^{***}	[1 set of Services]	+ Edit Services
International Shipping [*]	[0 set of Services]	+ Edit Services
Ship-To Location(Region/Country)	<input type="text" value="GB"/>	Excluded Ship-To
Handling Time ^{**}	<input type="text" value="1 Day"/> ▼	Shipping Discount
Returns Accepted [*]	<input type="text" value="Accepted"/> ▼	Return shipping
Return Refund	<input type="text" value="MoneyBack"/> ▼	Return Within
International Returns Accepted	<input type="text" value="Accepted"/> ▼	International Re
International Return Refund	<input type="text" value="MoneyBack"/> ▼	International Re
Domestic rate table [*]	<input type="text"/> ▼	Additional retur * Only available Austria(AT), Fra
International rate table	<input type="text"/> ▼	
eBay Shipping Policy	<input type="text" value="220012882023"/>	<input type="text"/> Search
eBay Return Policy	<input type="text" value="178776668023"/>	<input type="text"/> Search



Shipping & Returns



Descriptions



Photos



Others

most of eBay sites. "Featured" is supported by few site, such as DE site.

Policy IDs at the same time.

Policy IDs is specified, the listing will use SoldEasy's settings for sync-up.

<input type="text"/>	International Site Visibility [*]	<input type="text"/>
Plus ▼	Use eBay Policy ■	No
<input type="text"/>	Keep One Active	No
<input type="text"/>		

2). If you want to continue to use **eBay business policy**:

Single item modification: Refer to the above three pictures, set the corresponding policy information, and open the "**Use eBay Policy**" button. If the listing is already listed on the ebay, you can sync back to the datasheet from eBay to restore the previous business policy content ;

Batch modification: go to the "Sell>Local DataSheet", click the "Export Excel" button at the bottom of the page, and modify or delete the table. For detailed operations, please refer to the link

<https://www.soldeazy.com/support/article.php?id=979>

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