

Trade Assurance Guide

Enjoy protection from payment to delivery on **Alibaba.com**



Overview

Use this guide to learn what  Trade Assurance is, how it works, and how you can benefit from the service on Alibaba.com.

Peace of mind when sourcing

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What is Trade Assurance

Trade Assurance is a set of protection services that covers every stage of your purchasing journey when you order and pay on Alibaba.com - all at no cost. We offer secure and easy ways to pay, and protect you against unforeseen circumstances such as product quality issues, shipping delays, and more. In the unlikely event an issue arises during the purchase, we will mediate between you and the supplier to reach a resolution.



160M+

Trade Assurance orders

35M+

Purchased from us

200K+

Suppliers

200M+

Products

190+

Shipping destinations

27+

Supported currencies

20+

Supported payment methods

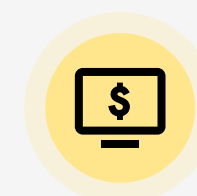
How do we protect your purchases on Alibaba.com

Through Trade Assurance, Alibaba.com acts as a mediator between the buyer and supplier to ensure the transaction is completed safely and successfully.



01 Start Trade Assurance order

You reach an agreement on an order with a supplier that supports Trade Assurance on Alibaba.com.



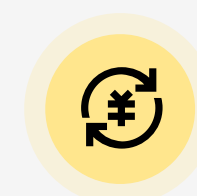
02 Pay through Alibaba.com

Check out with an online payment method or make a wire transfer via Alibaba.com. To protect your payment, never pay outside the platform.



03 Confirm delivery of order

Your payment is held and released to the supplier after the order is received and confirmed.



04 Get money back if order terms are not met

You receive compensation or a refund if the order doesn't meet the agreed terms.

Why choose us

Trade Assurance provides comprehensive protection and support for both buyers and suppliers when sourcing internationally, making it easier and safer to do global business.

Traditional global commerce

Payment risk

Complex international payment processes are prone to delays, non-payments, and security concerns such as fraud and scams.

Increased uncertainty

International trade involves multiple intermediaries and complex logistics processes, making it difficult to track orders and increasing the likelihood of fraud, late deliveries, and other product issues.

Minimal support

You rely on the good faith of the supplier to abide by any agreements made - including refunds - if any issues arise.

VS

Digital commerce on Alibaba.com

✓ Payment security

Our escrow service means your payments are held and released to the supplier after the products are received and confirmed.

✓ Increased trust & confidence

When you source on Alibaba.com, you have the peace of mind of knowing that you can track the progress of your order and are protected against fraud, shipping, and product quality issues.

✓ Platform support

We assist you in reaching a satisfactory resolution, including providing refunds and compensation for any issues related to the purchase.

What is covered



Safe & easy payments

Diverse ways to pay

Pay online or via wire transfer

Flexible financing

Settle remaining balances after shipment



Money-back policy

Refund policy

For unfulfilled, missing, or other product issues

Easy Return

Return defective products locally to our warehouse



Shipping & logistics services

On-time Delivery Guarantee

Protects against shipping delays

Alibaba.com Logistics

Track your shipments worldwide



After-sales protections

On-site service & support

Wide range of after-sales services

Safe & easy payments

Every payment made through Alibaba.com is SSL-encrypted, PCI DSS compliant, and processed in as quickly as 2 hours. We support all major payment methods and currencies, and offer pay-later options to free up your cash flow.

Diverse ways to pay

Pay with credit/debit cards, PayPal, Apple Pay, Google Pay, Afterpay/Clearpay and more through our online checkout. You can also make bank-to-bank wire transfers with escrow protection using the official bank information provided by Alibaba.com.

To save you conversion fees on purchases and refunds, we support over 20 currencies you can pay in.

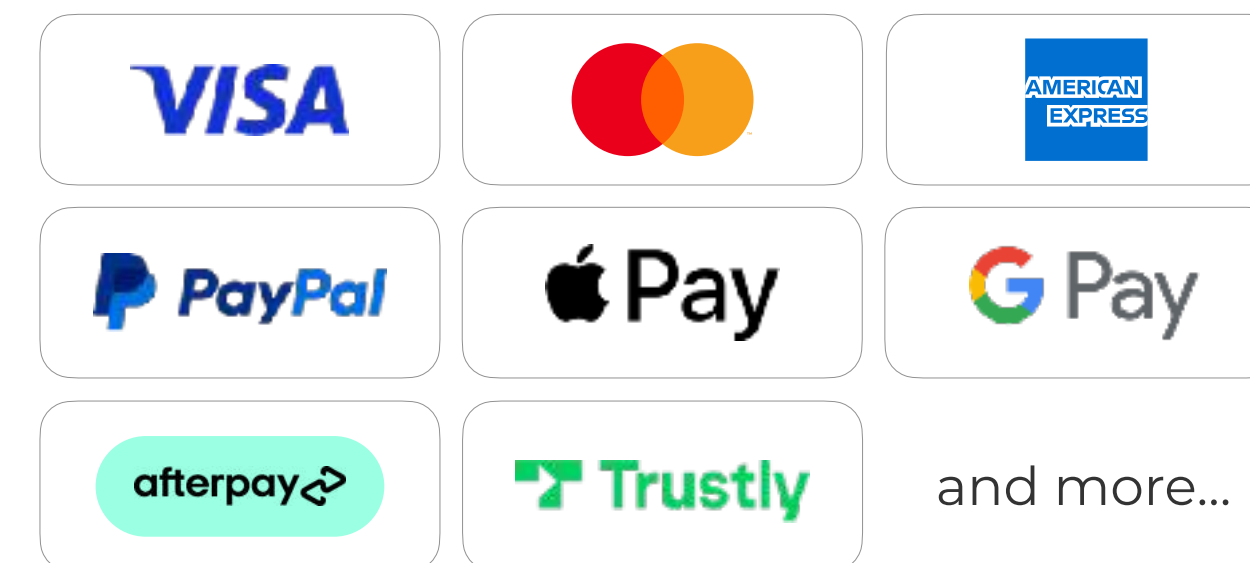
Flexible financing

Use any of the payment methods and currencies available to make an initial payment and settle the remaining balance with our deferred payment service: Payment Terms: 30/60 Days* or contact the supplier directly to settle the terms.

*For eligible buyers only

Available payment methods & currencies

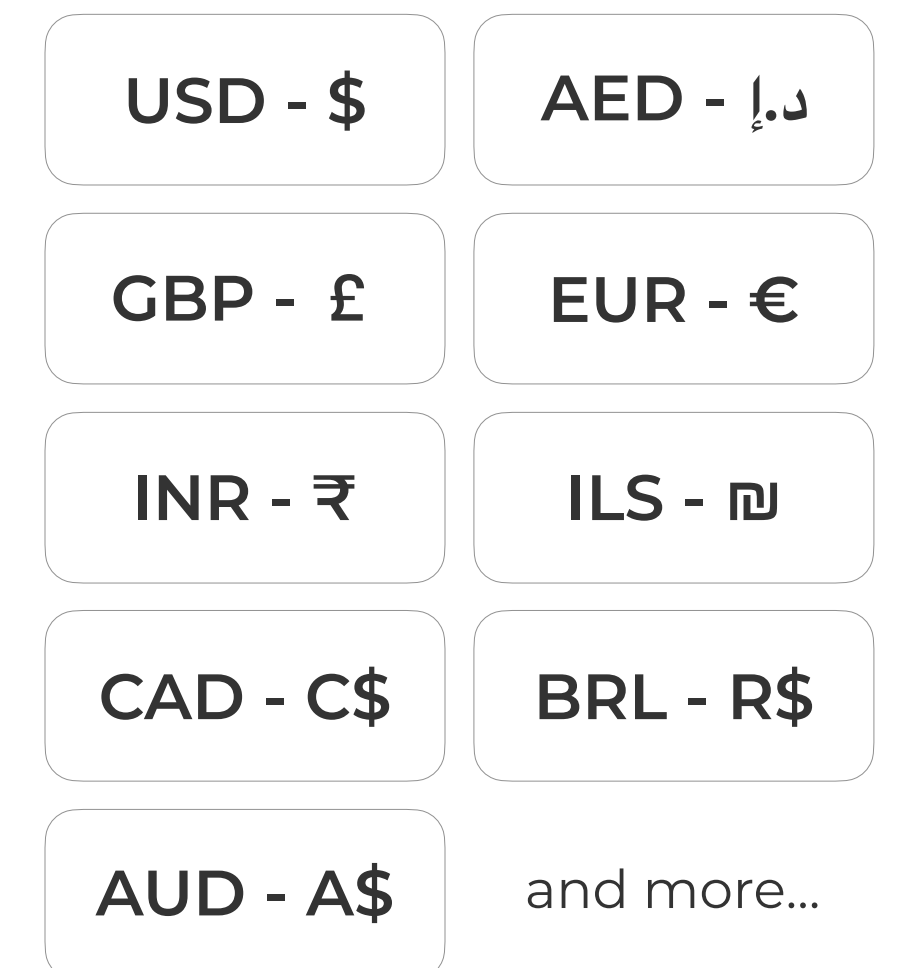
Pay online



Pay via wire transfer



Currencies



Money-back policy

We will assist you in reaching a satisfactory resolution, including refunds or compensation, for product quality issues or other breaches of our terms and conditions.

Refund policy

If your order hasn't been shipped, is missing, or arrives with product issues (e.g., defective, incorrect, damaged, etc.), you can claim a refund within 30 or 60 days from the delivery date.*

If you cancel within 2 hours of payment and the order has not yet shipped, you can claim a full and immediate refund.

Easy Return

Return defective products to your local warehouse using our free shipping service within 30 days from the delivery date and claim a full refund.**

*Enterprise and Enterprise Pro buyers can claim within 60 days.

**Eligible to buyers in Australia, Belgium, Canada, France, Germany, Italy, Poland, Portugal, Russia, Spain, the Czech Republic, the Netherlands, the UK, the US and more to come. Refer to the Trade Assurance landing page to learn about the full terms and conditions of our Easy Return service.

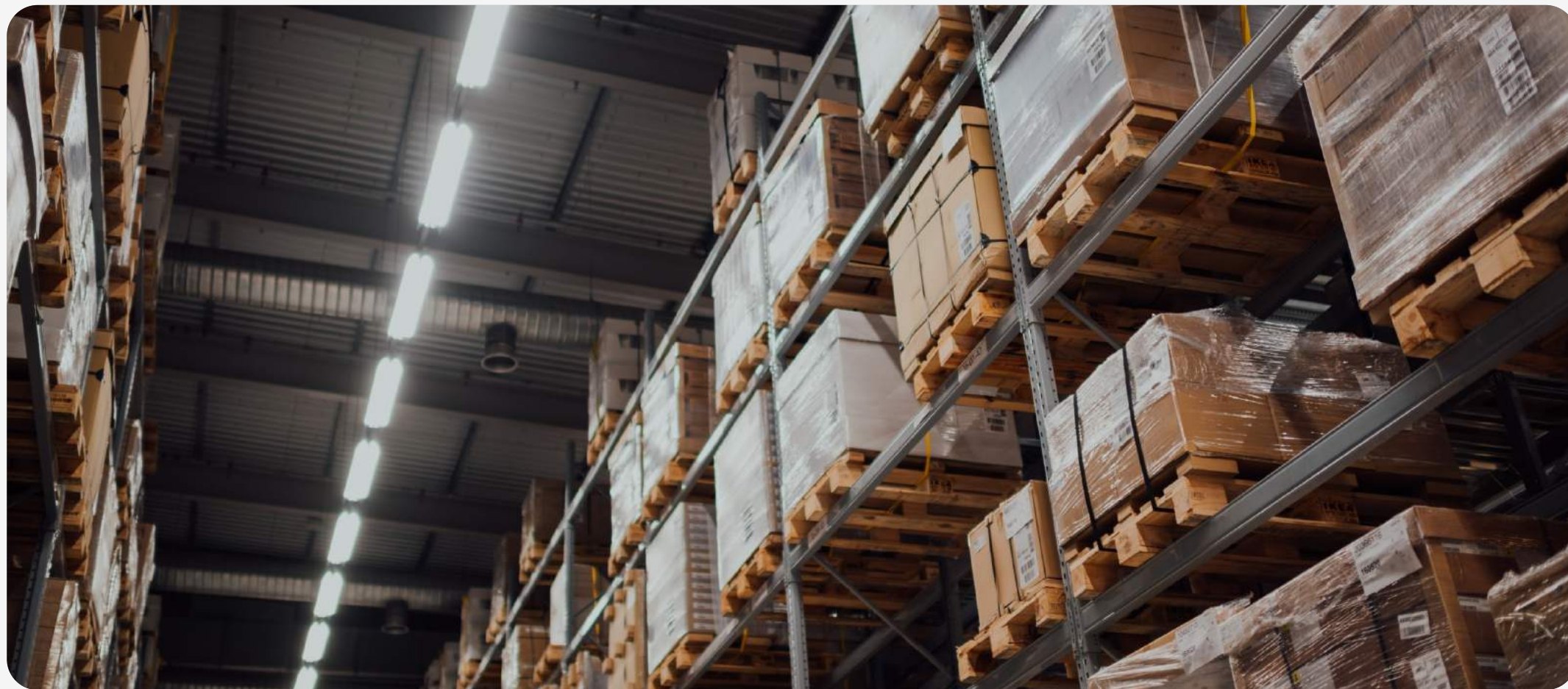


Shipping & logistics services

Reduce inventory uncertainty with On-time Delivery Guarantee and track your shipment with Alibaba.com Logistics.

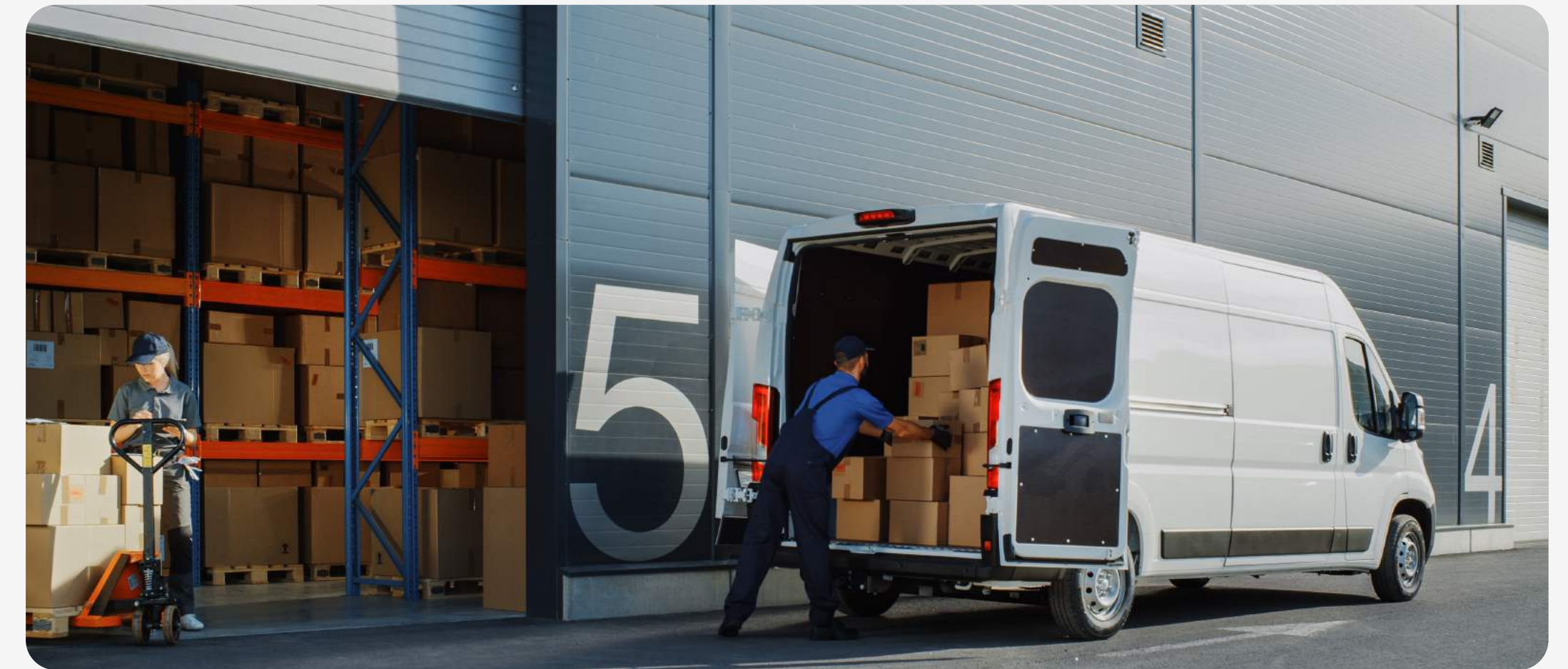
On-time Delivery Guarantee*

Claim and automatically receive compensation for delays in deliveries, without having to negotiate with the supplier.



Alibaba.com Logistics

Track your shipment in real-time for most countries and regions around the world with Alibaba.com Logistics.



*For eligible orders only

After-sales protections

For eligible products, receive additional support with our on-site services.

On-site service and free replacement parts

You can access installation, maintenance, and repair services plus free replacement parts for 1 year after the purchase. Service is provided in your local area or an engineer will come to you. Claim compensation if the service received differs from the agreed terms.



How-tos

How to find Trade Assurance suppliers

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How to apply for after-sales service and support

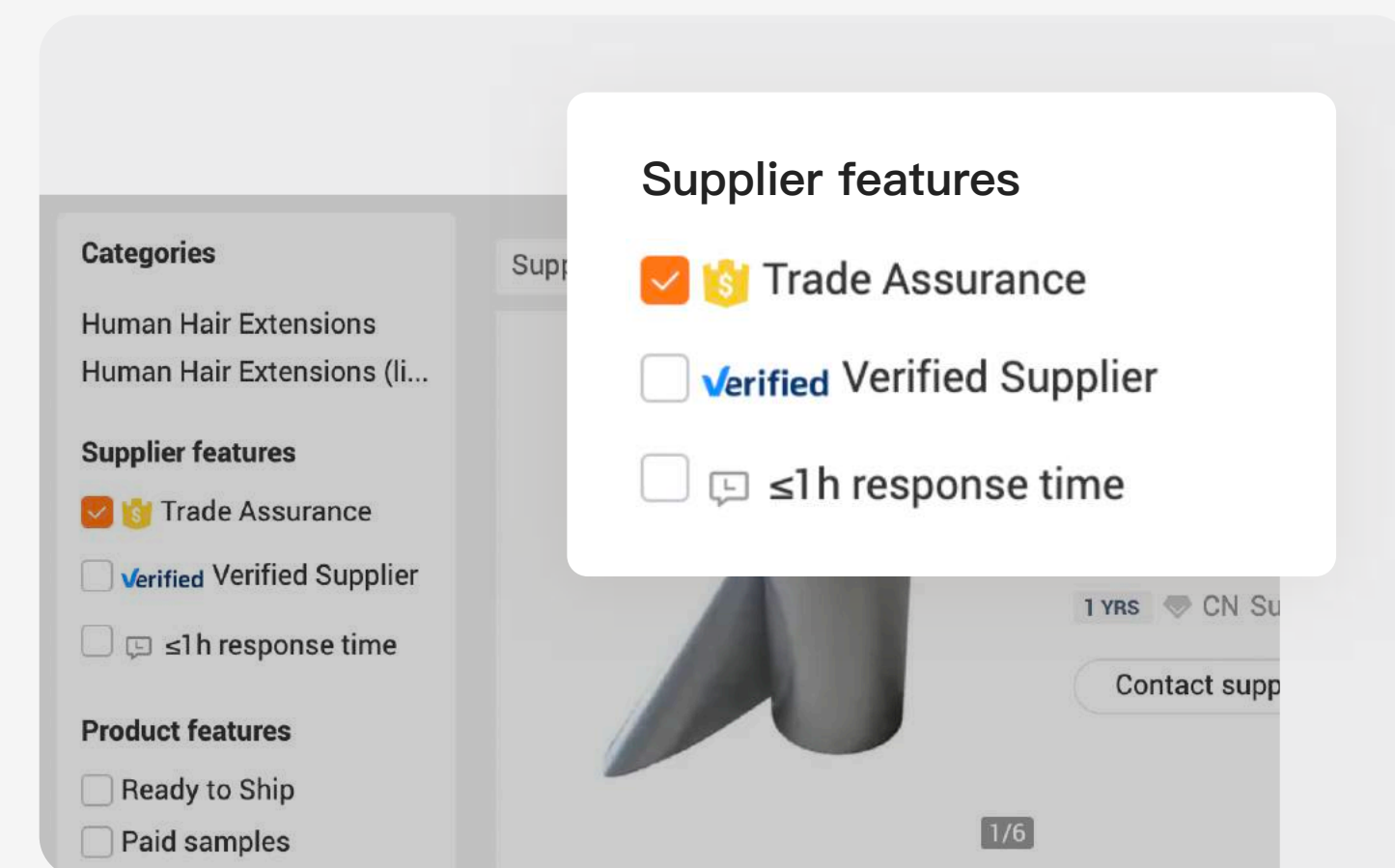
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How to find Trade Assurance suppliers

There are several ways to find suppliers that support Trade Assurance.

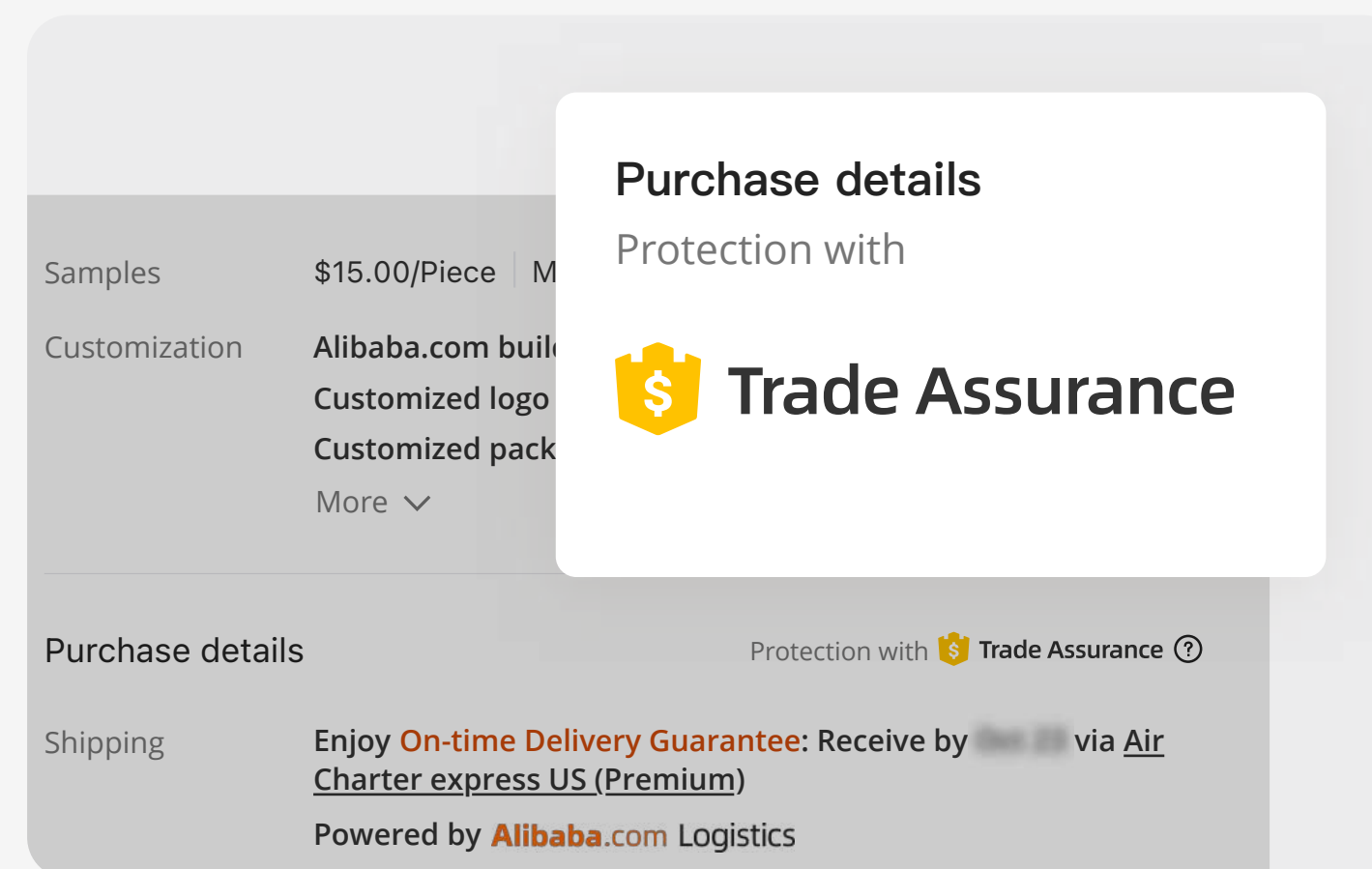
Search by supplier feature

The easiest way is to refine your search by filtering for  **Trade Assurance** when searching for products.



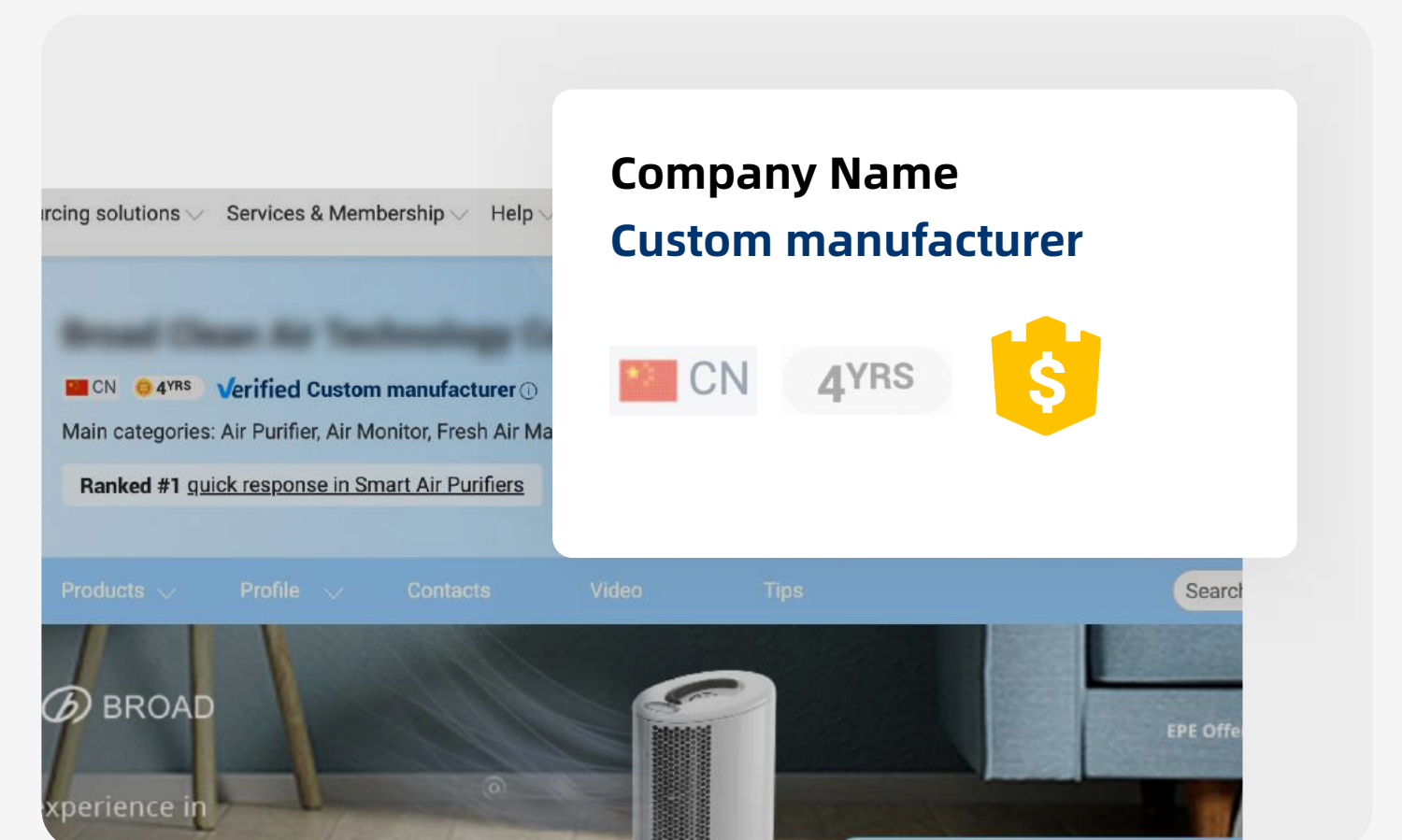
See what's covered

Look for Protection with  **Trade Assurance** on the product details page to see what is covered.



Identify by icon

To identify whether or not a particular supplier supports Trade Assurance, go to their store page or Messenger to see if they have the icon next to their name.



How to order and pay with Trade Assurance

Step 1

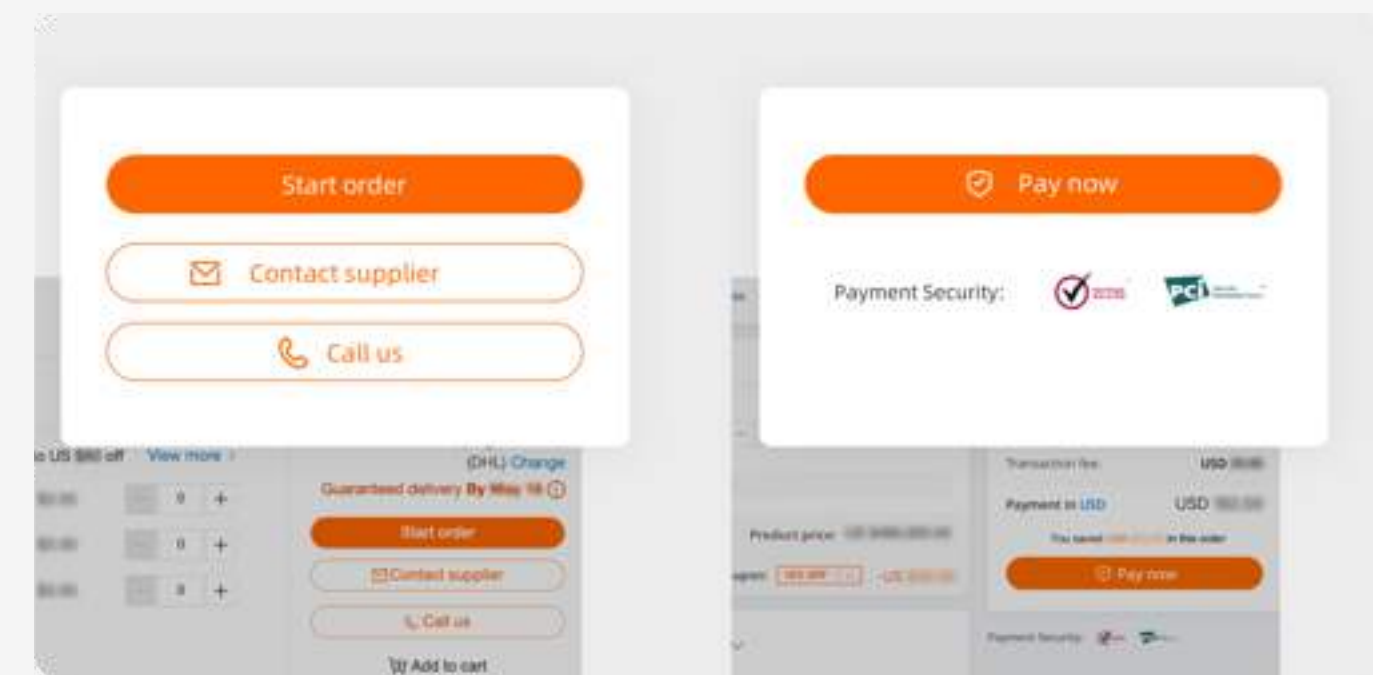
Find a supplier that supports Trade Assurance

Step 2

Check out or settle details with supplier

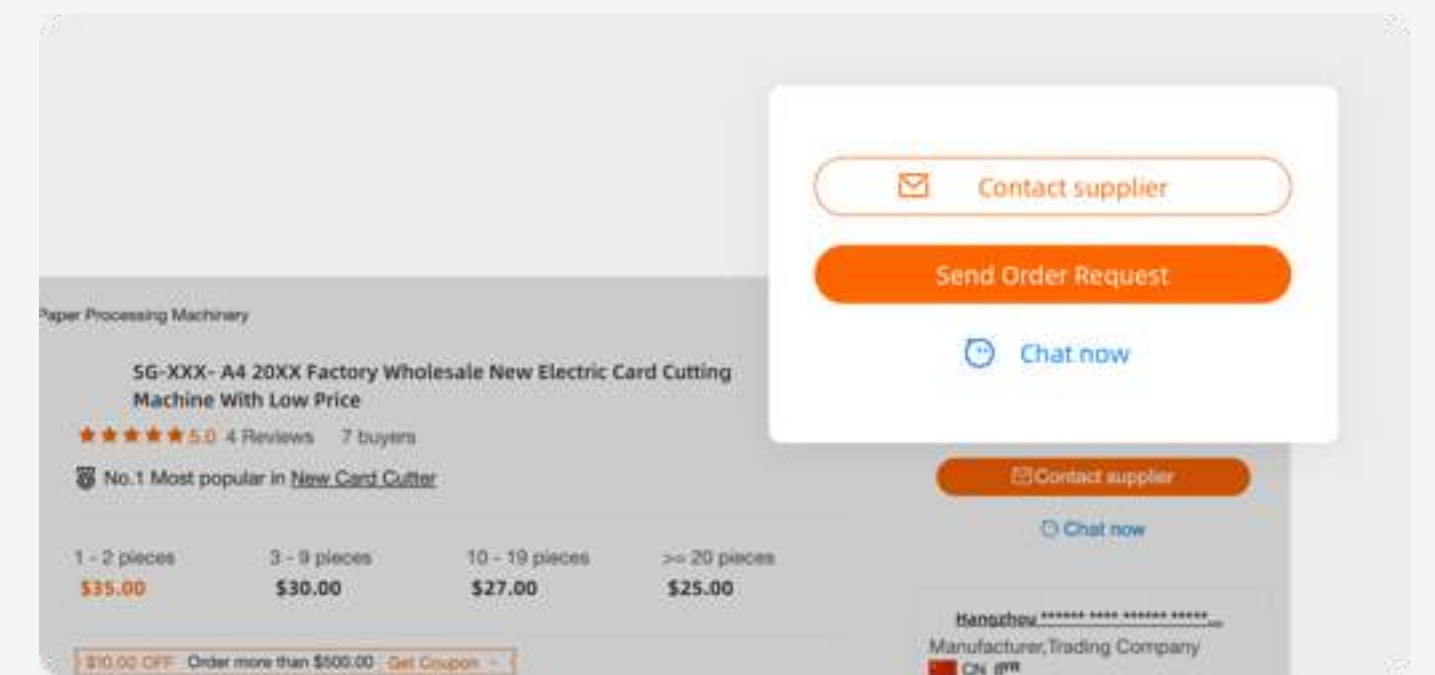
For ready-to-ship products

Select "Start order" on the product you wish to buy and proceed to check out.



For customized products

Settle the order details by contacting the supplier directly through Messenger, sending a Request for Quotation, or an order request.



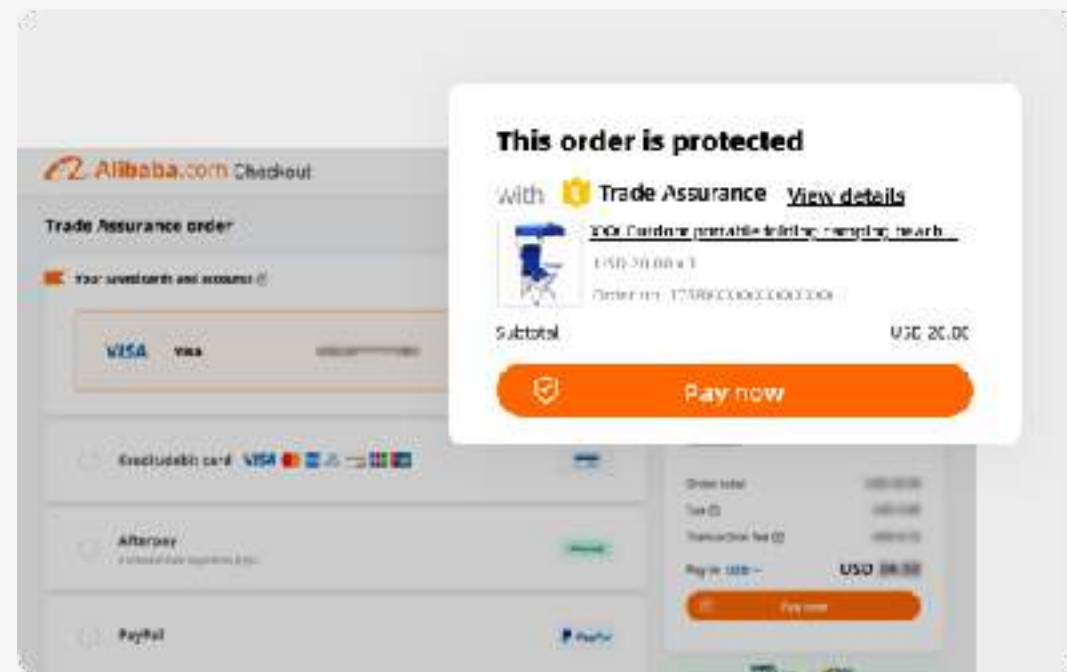
How to order and pay with Trade Assurance

Step 3

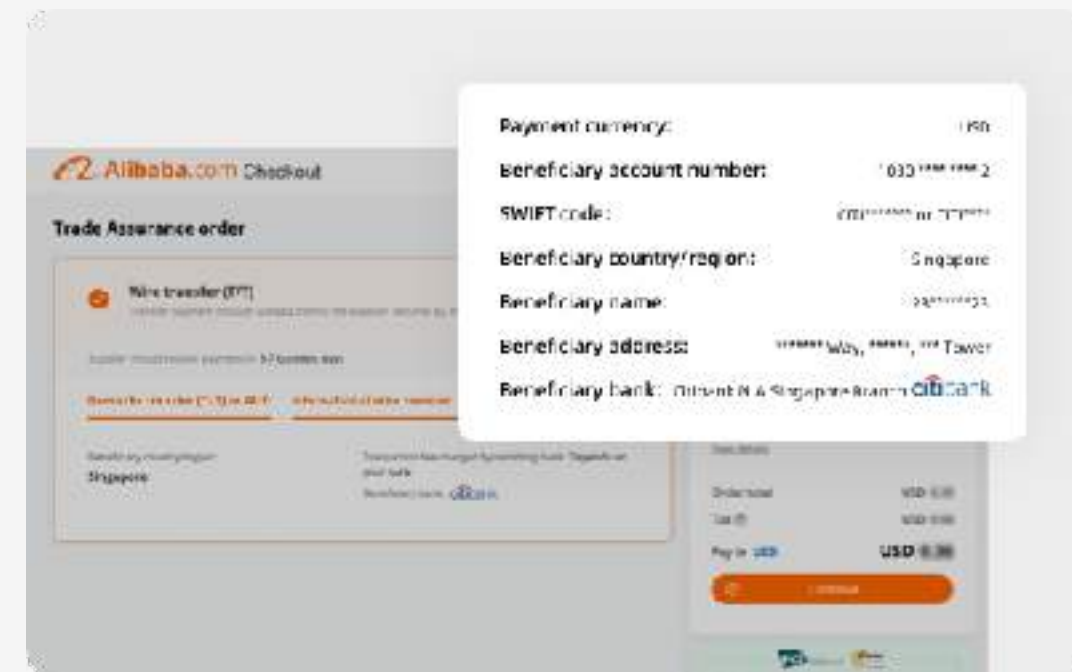
Pay through Alibaba.com

Pay through our online checkout or make a bank-to-bank wire transfer with escrow protection using the official bank information provided by Alibaba.com.

Pay online



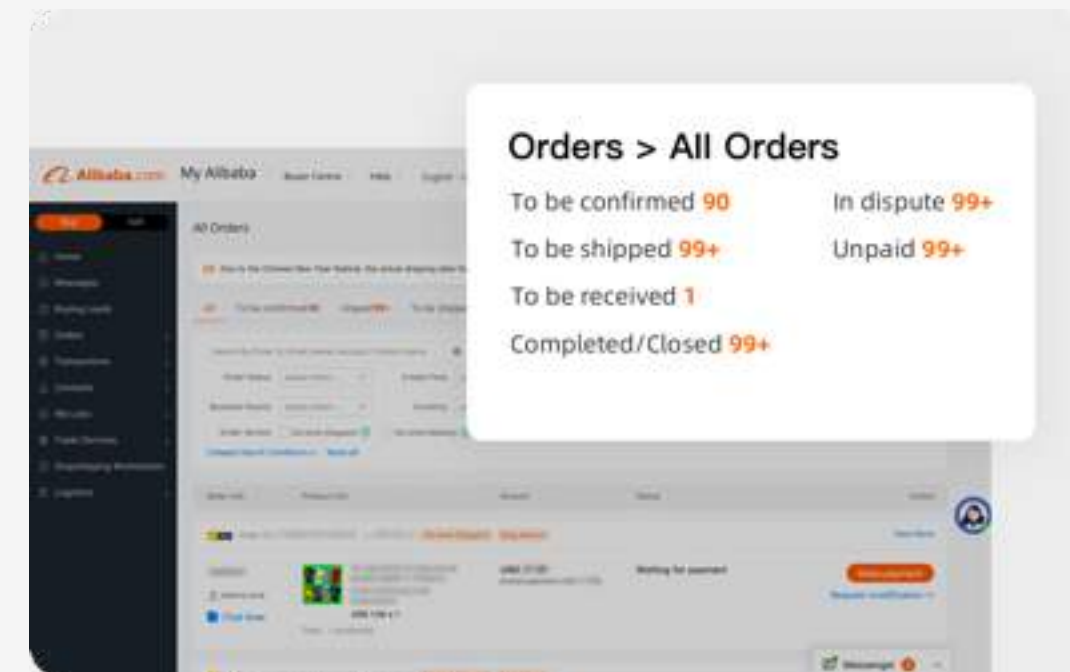
Pay via wire transfer



Step 4

Track order

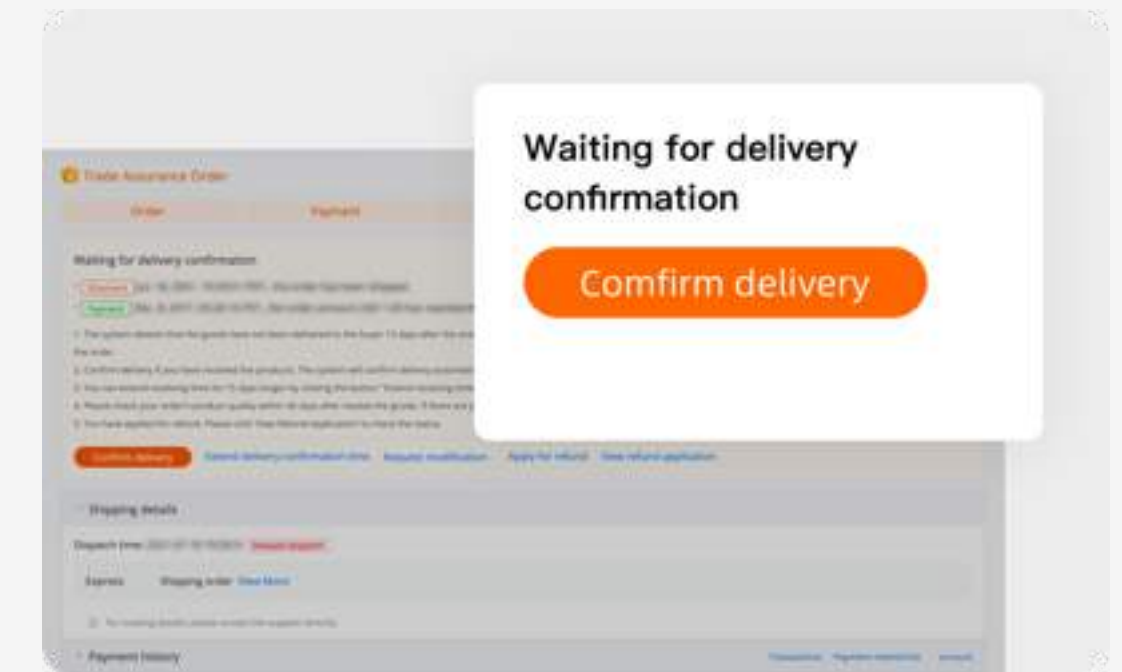
Track the progress of your order every step of the way by going to My Alibaba > Orders > All Orders.



Step 5

Confirm delivery of order

Once you have received the shipment, select "Confirm delivery" to complete your order.



How to apply for a refund

Step 1 Apply for refund if order doesn't meet the agreed terms

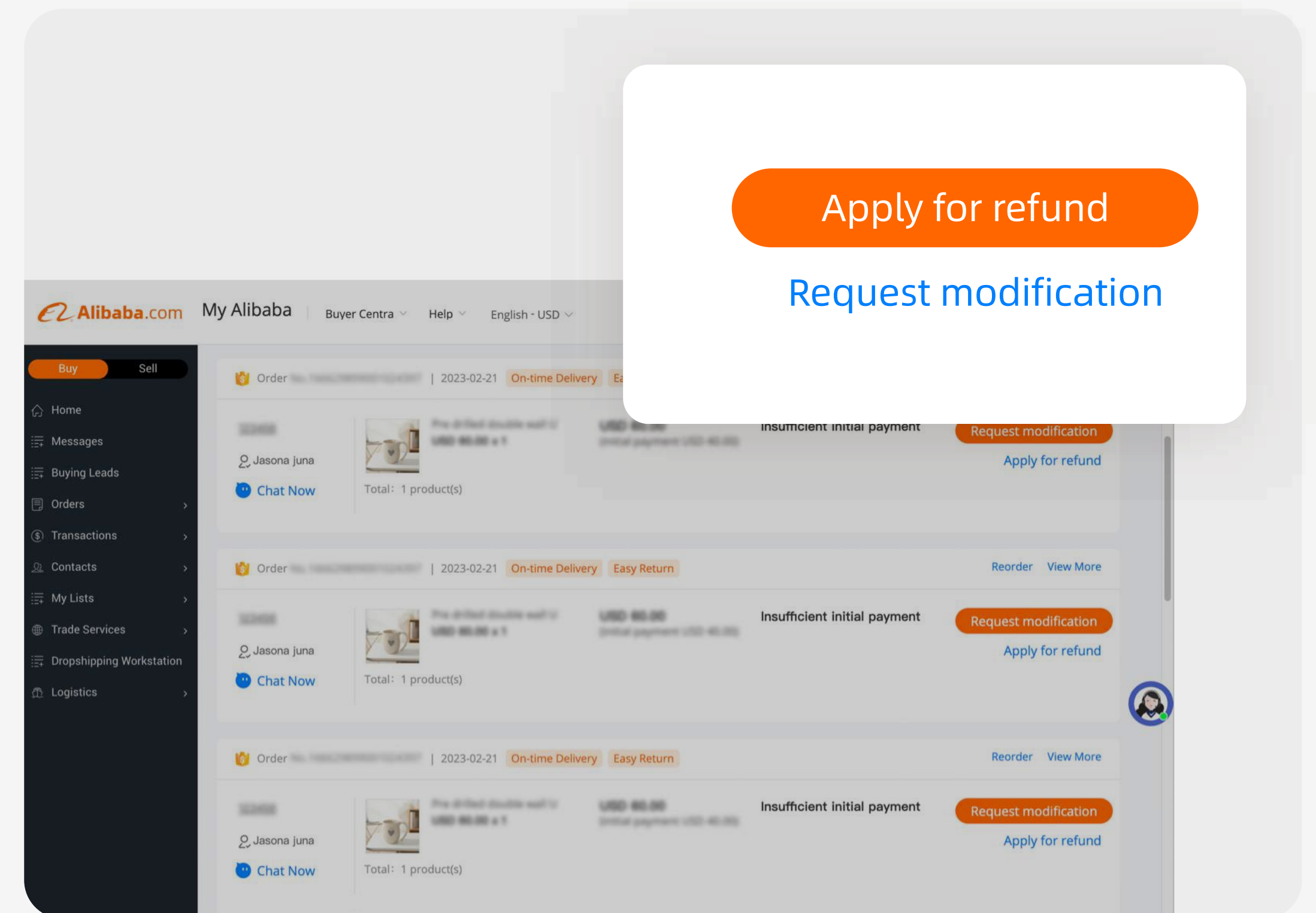
Go to My orders > Order details to apply.

Step 2 Negotiate with supplier

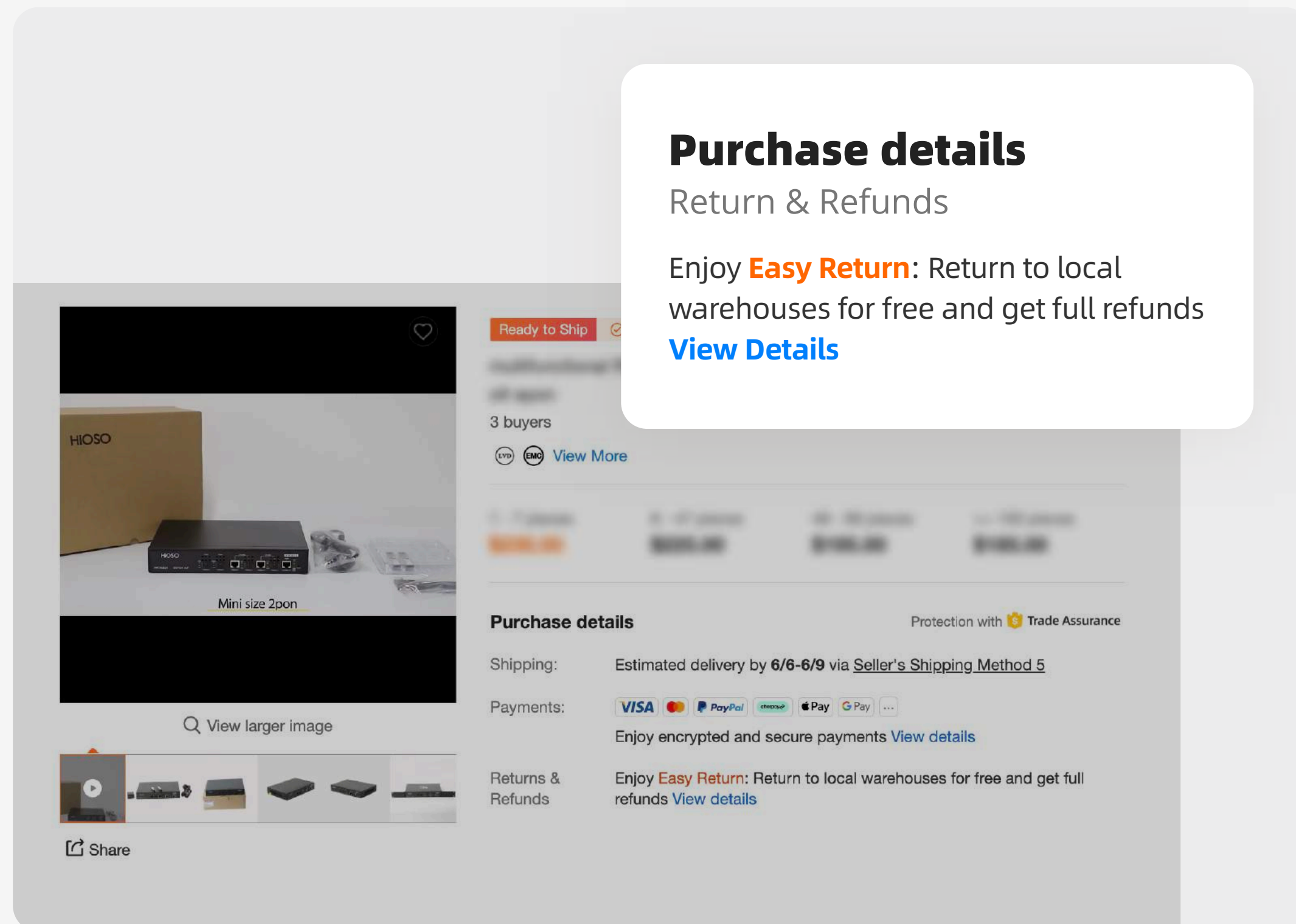
If the supplier does not respond or you are unable to reach a consensus, escalate the case for Alibaba.com to help resolve.

Step 3 Get your money back

Receive your refund after the case is processed.



How to apply for Easy Return



Step 1 Find products that support 'Easy Return'*

Step 2 Apply for refund if products don't meet the agreed quality

Go to My orders > Order details to apply.

Step 3 Return to local warehouses for free

Send products to a local warehouse according to the return instructions provided.

Step 4 Get your money back

Receive a full refund once the return has been processed.

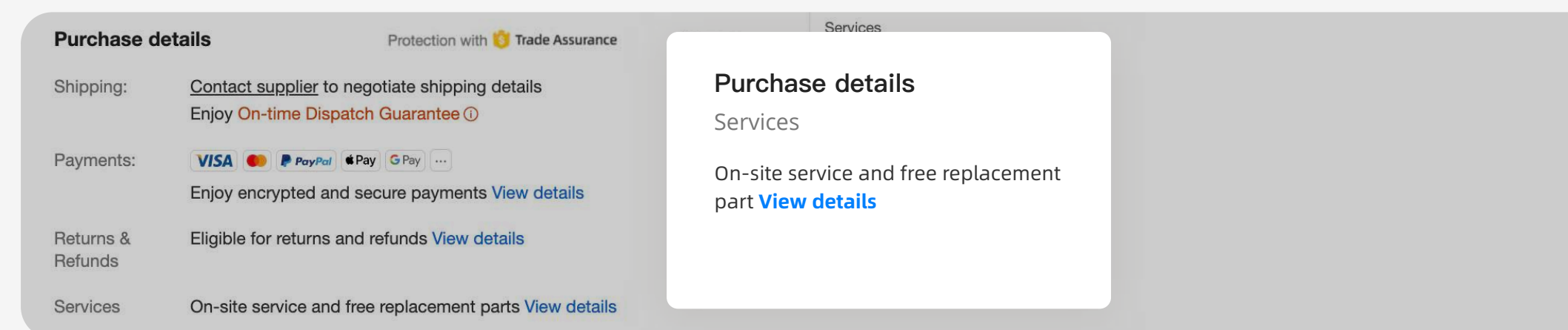
*Eligible to buyers in Australia, Belgium, Canada, France, Germany, Italy, Poland, Portugal, Russia, Spain, the Czech Republic, the Netherlands, the UK, the US and more to come.

Refer to the Trade Assurance landing page to learn about the full terms and conditions of our Easy Return service.

How to apply for after-sales service and support

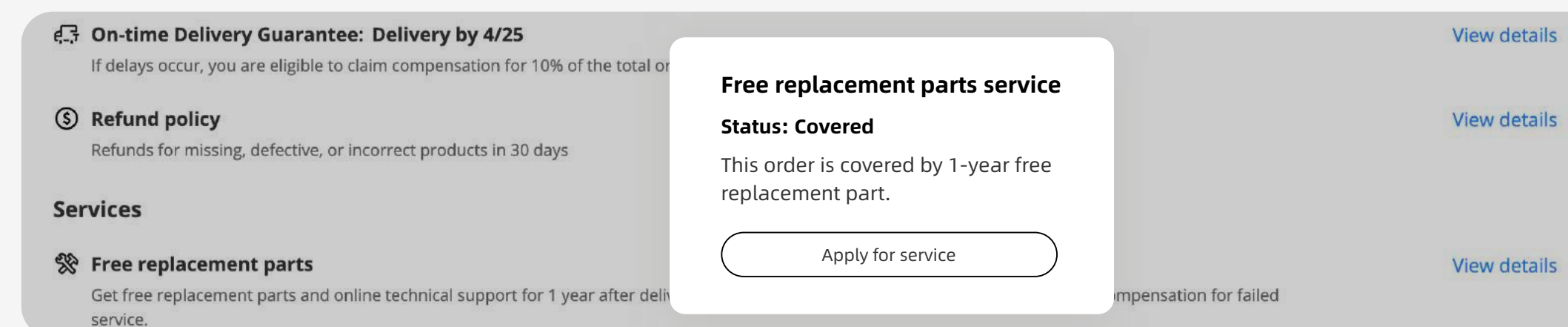
Step 1 Find products that support after-sales services

Find products that support "On-site service and free replacement parts" or "Free replacement parts."



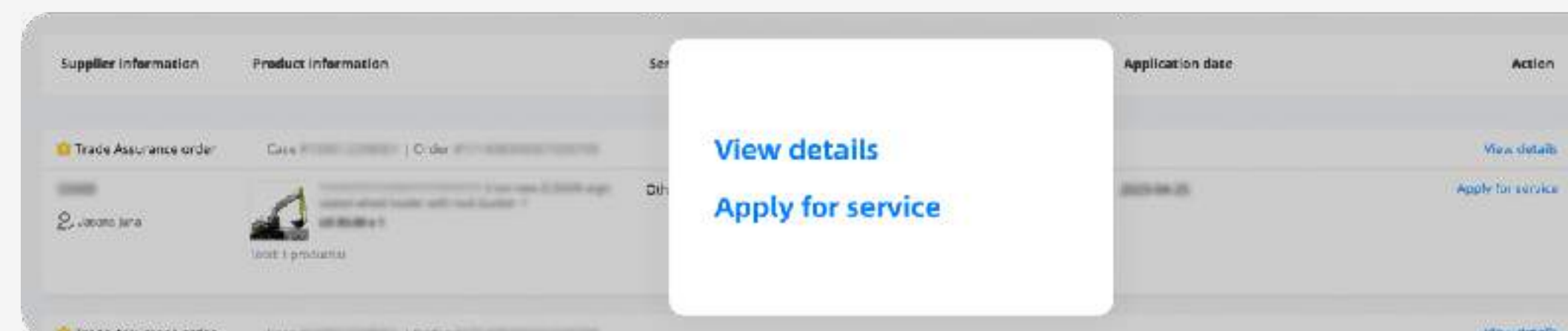
Step 2 Apply for service

Go to My orders > Order details to fill in your request.



Step 3 Receive service

Seller provides a solution, or you are eligible for compensation. To view your after-sales requests, go to My Alibaba > Orders > Refund Requests > After-sales services.



Thank you



Scan the QR code

for more information about Trade Assurance and to browse products and suppliers that support our protection services.