

Is There an Alibaba Trade Assurance for India?

Yash Khatri

Founder, SourcingFrom

Updated 12 Oct 2026 4 min read

Partly. Since June 2025 Alibaba.com offers Trade Assurance to Indian suppliers who opt in, but only for payments made on the platform. IndiaMART offers foreign buyers no payment protection, so for most Indian orders your protection comes from how you pay.

Key takeaways

- Alibaba.com Trade Assurance covers only Indian sellers who opted in, and only payments made on Alibaba.
- IndiaMART's Buyer Payment Protection Plan excludes foreign buyer transactions, and "Pay with IndiaMART" ended on 31 March 2024.
- Platform escrow protects that something arrives, not that it matches your specification.
- Staged payments, documents against payment and letters of credit can tie payment to a passed inspection.
- Treat every wire transfer as final.

Partly. Alibaba.com says it launched Trade Assurance in India in June 2025, so an Indian supplier who opts in can take your payment on Alibaba, with the money held until you confirm the order arrived. But it only covers those sellers and only payments made on the platform, and IndiaMART, where most Indian suppliers actually list, offers foreign buyers no payment protection at all. For most Indian orders, your protection comes from how you pay, not from a platform.



Until 2023, buyers on importing forums kept reporting the same thing: India-based Alibaba sellers asked to be paid by PayPal or wire because Alibaba payments did not work in India. That was true for many sellers then. It's less true now, and that's exactly why it's worth reading the current picture carefully. The caveat - we haven't tested Trade Assurance on a live Indian order, so we describe what Alibaba says, not what happens in a dispute.

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- 01 **Alibaba.com announced Trade Assurance for India on 30 June 2025**, for suppliers "who opt for this service", with buyer funds "held in escrow by Alibaba.com until the buyer confirms the satisfactory receipt of the order".
(Alibaba.com release via The Week, 2025)
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02 **IndiaMART's Buyer Payment Protection Plan (from 12 Feb 2026) lists "Foreign buyer transactions" among its exclusions, and "Pay with IndiaMART" was discontinued on 31 March 2024. ([IndiaMART terms](#), read 25 Sep 2026)**

03 **Forum reports that Indian Alibaba sellers can't take on-platform payment run from 2020 to 2023, before the launch. (*Our forum audit · Reported, now likely out of date*)**

What we don't know yet

- How many Indian suppliers have opted in, and how Trade Assurance disputes play out on Indian orders.

1. Does Alibaba Trade Assurance Work With Indian Suppliers?

For suppliers who have opted in, Alibaba says yes. Its June 2025 launch was aimed at Indian small and medium businesses, and the mechanism is the one buyers know from China: you pay at purchase, Alibaba holds the funds, and they're released once you confirm receipt ([Alibaba.com release, 2025](#)). The release doesn't define the time you get to confirm, or list other conditions, so read the order page before you pay.

The practical rule is simple. If the listing doesn't show Trade Assurance, or the seller asks you to pay by PayPal, wire or Wise outside Alibaba, you're not covered, whatever the listing looks like.

2. What About IndiaMART?

IndiaMART is a lead directory, not a marketplace that holds money. Its own protection plan is domestic, covers complete non-delivery only, excludes foreign-buyer transactions, and says it "does not constitute an insurance contract, escrow mechanism, financial guarantee" ([IndiaMART](#)). Buyers who

use it well treat it like one 2023 poster did: "Treat it like a directory of sellers" ([r/Entrepreneur, 2023](#)).

So a supplier offering you "IndiaMART payment" is describing something that doesn't exist for you.

3. What Does Escrow Not Protect?

Even where it exists, platform escrow protects one thing well - that something arrives. It's weaker on whether what arrives is what you specified, because by then the goods are with you and the argument is about quality. For a custom order made to your spec, the bigger risk is a bulk that drifts from the sample, which no escrow checks (see [the sample was perfect, why wasn't the bulk?](#)).

And beware the "escrow" a supplier proposes. An escrow you didn't choose, run by a company you can't check, is just a payment to a stranger.

4. What Protects a Foreign Buyer Instead?

Payment methods that move money only when something you can verify has happened.



Staged payments on events. A deposit sized to materials, then the balance against a passed inspection report plus the bill of lading copy. The inspection proves contents, the bill proves shipment.

Documents against payment (D/P). Your bank releases the shipping documents when you pay, so the goods stay under the exporter's control until then. Add your inspection report to the document list and it covers quality too.

A letter of credit. The bank pays against documents you name. Name an inspection certificate from an agency you choose and the exporter can't be paid without passing it.

Method	When the money moves	What it can cover
Staged payments	Deposit for materials, balance against inspection report and bill of lading copy	Contents and shipment
Documents against payment (D/P)	When you pay, your bank releases the shipping documents	Control of the goods, and quality if your inspection report is in the document list
Letter of credit	The bank pays against documents you name	Quality, if you name an inspection certificate from an agency you choose

How each works, and what the bank does and doesn't check, is on [paying an overseas supplier safely](#). Why Indian makers often ask for a big advance in the first place is on [why Indian suppliers ask for full advance](#).

If a payment has already gone wrong, [supplier payment disputes](#) sets out the options. For how the platforms compare more widely, see [Alibaba vs AliExpress](#).

If you want a milestone payment flow without opening an LC, [SourcingSync](#) runs inspection-linked staged payments for orders in India.

Questions Buyers Ask

Is PayPal Goods and Services a safe alternative? 

For samples, often. For orders, less than buyers think. One US buyer reported "PayPal denied my case and said I had to pay to return the item" to India ([r/Etsy, 2023](#)).

Can I ask an Indian supplier to join Trade Assurance? 

Is a wire transfer ever reversible?



Back to That PayPal Request

In 2023 the honest answer to "is there a Trade Assurance for India?" was no. In 2026 it's "for some sellers, on the platform, for some risks". Use it where it fits, and for everything else, let the payment method do the protecting.