

Authenticity Guarantee - General Program

GUIDE.SUMMARY What Authenticity Guarantee is a program designed to help buyers shop with confidence. After the purchase of an eligible item, experts carefully verify the items authenticity before it is shipped to the buyer. Where Authenticity Guarantee is offered in the US, CA, UK, AU and DE in selected verticals. Which items Authenticity Guarantee is offered in the US in these verticals: watches, handbags, jewelry, trading cards, sneakers, streetwear (launching June 2023, exact date TBC). See

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1803> Authenticity Guarantee - Luxury Goods (GUIDE1803) for specifics on watches, handbags and jewelry. See

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1804> Authenticity Guarantee - Collectibles (GUIDE1804) for specifics on trading cards. See

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#/cskbapp/art?page=content&id=GUIDE1810 Authenticity Guarantee - Clothing Items (GUIDE1810) for specifics on sneakers and streetwear. How Items that meet eBay's eligibility criteria are sent to an authenticator once purchased. The authenticators are recognized experts in each vertical. Once received, the item is inspected within 2 business days. Following verification, the authenticator ships the item directly to the buyer with 3 day delivery.

GUIDE.TALKING_POINTS [id="overview1" name="overview1"](#) Authenticity Guarantee program questions

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#tp_generalq>General questions

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#tp_buyerq>Buyer questions

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#tp_sellerq>Seller questions

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#finalsaleq>Final sale questions

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#importsq>CBT questions

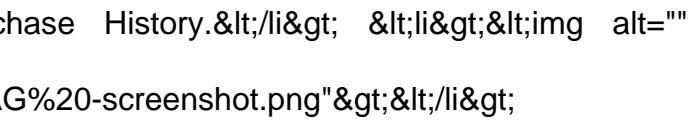
https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#tp_teammateq>Teammate questions

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#table>Back Office request guidelines

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#chat>Chat snippets


name="tp_generalq"> General questions on Authenticity Guarantee What is Authenticity Guarantee? eBays Authenticity Guarantee is a service designed to help buyers shop with confidence. Our expert authenticators physically inspect all eligible items before they are shipped to the buyers. How does Authenticity Guarantee work? When you buy an item with the Authenticity Guarantee badge, the seller ships the item directly to a team of qualified, professional authenticators. The authenticators thoroughly inspect and verify the item before it is delivered via three-day shipping on eBay. How can I identify if a transaction is going through Authenticity Guarantee? Items going through eBays Authenticity Guarantee program feature the Authenticity Guarantee blue checkmark (see screenshot below) on SRP, VI, XO, VOD.

The badge also appears on My eBay Purchase History.



Sellers will see messaging about Authenticity Guarantee on Seller Hub and my eBay Selling.

Order confirmation emails will also include Authenticity Guarantee messaging that informs the buyer about the Authenticity Guarantee process.



Who is the authenticator? Each vertical has its own authentication process, undertaken by professionals who have been carefully selected by eBay and who are recognized experts in that category.

See

Authenticity Guarantee key pointers per vertical

for authenticator details.

See

Authenticity Guarantee - Luxury Goods (GUIDE1803) for more information on the authenticators for watches, handbags and jewelry.

See


Authenticity Guarantee - Collectibles (GUIDE1804) for more information on the authenticators for trading cards.

See

Authenticity Guarantee - Clothing Items (GUIDE1810) for more information on the authenticator for sneakers.

Can buyers filter for Authenticity Guarantee listings?

Yes, members can search for Authenticity Guarantee listings by navigating the Show only section on the left hand navigation panel



src="https://cskb.qa.ebay.com/library/EBAY/1730_GUIDE/GUIDE1730-AGshow.png"> Are

Authenticity Guarantee listings prioritized in searches and/or given better search placement?

 No search ranking boost is given to these listings. What

are the requirements for a listing to go through Authenticity Guarantee?

See <a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=

en_US#detgen">Authenticity Guarantee key pointers per vertical for verticals

eligibility criteria. See Authenticity

Guarantee - Luxury Goods (GUIDE1803) for specific eligibility criteria

for watches, handbags and jewelry. See Authenticity

Guarantee - Collectibles (GUIDE1804) for specific

eligibility criteria for trading cards. See <a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=

en_US#/cskbapp/art?page=content&id=GUIDE1810">Authenticity Guarantee - Clothing

Items (GUIDE1810) for specific eligibility criteria

for sneakers. Is EDD extended to allow for the authentication

process? Yes. The time for authentication is expected to be up to 5

business days (2 days for authentication and 3 days for shipping). This is factored into the

EDD. Is Authenticity Guarantee available across all listing formats (Buy It

Now, Auction, Best Offer)? Yes, all listing formats are eligible as long as

the items current price meets the lowest threshold. How do you determine

Authenticity Guarantee eligibility for Auction listings? Auction items eligibility are

evaluated based on current bid price. Once the current bid exceeds the Authenticity Guarantee

threshold, the item will be marked as Authenticity Guarantee. If your item's Buy It

Now price made it eligible for Authenticity Guarantee, it will still go through the program even if the final sale price is below the threshold.

As a general rule, once an item is marked as Authenticity Guarantee, we will not remove Authenticity Guarantee eligibility. This is needed to ensure that once the AG badge is seen, we do not remove it after that.

All Auction listings of eligible items that sell at the threshold or above are eligible, regardless of the starting price.

If an item is listed under more than one category eligible for Authenticity Guarantee, how is eligibility determined?

Program eligibility is determined based on the primary category only.

If you list an item under Watches (primary) and Jewelry (secondary), eligibility will only be based on Watches eligibility since it was the primary category.

What happens if an item is customized and mistakenly sent for authentication?

See https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#overview Overview of Authenticity Guarantee by verticals and region for how authenticators deal with customized items.

See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1803> Authenticity Guarantee - Luxury Goods (GUIDE1803) for more on customized and mistakenly sent for watches, handbags and jewelry.

See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1804> Authenticity Guarantee - Collectibles (GUIDE1804) for more on customized and mistakenly sent for trading cards.

See https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#/cskbapp/art?page=content&id=GUIDE1810 Authenticity Guarantee - Clothing Items (GUIDE1810) for more on customized and mistakenly sent for sneakers.

What happens if an item is miscategorized and mistakenly sent for authentication?

See https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#/cskbapp/art?page=content&id=GUIDE1810 Authenticity Guarantee - Clothing Items (GUIDE1810) for more on customized and mistakenly sent for sneakers.

en_US#overview">Overview of Authenticity Guarantee by verticals and region for how authenticators deal with miscategorized items.
 As a general principle: If the item is one that the authenticator is an expert on, the authenticator will complete a SNAD check but not authentication. The item will still be shipped to the buyer. If the item is not one that the authenticator is an expert on, the authenticator will ship the item to the buyer without any checks. What if an Auction item doesn't reach the threshold for Authenticity Guarantee items? It may not be eligible for the Authenticity Guarantee program. What if a seller lists an eligible Authenticity Guarantee item and accepts a Best Offer? Will the item be eligible for Authenticity Guarantee? Yes. The item will be eligible for Authenticity Guarantee and sent to an expert authenticator for inspection. If a seller accepts Best Offer with Local Pickup, Authenticity Guarantee will not be eligible. Is the Authenticity Guarantee program available for all conditions (new, pre-owned, customized, etc)? See Authenticity Guarantee key pointers per vertical for vertical-specific information. See Authenticity Guarantee - Luxury Goods (GUIDE1803) for more on condition eligibility for watches, handbags and jewelry. See Authenticity Guarantee - Collectibles (GUIDE1804) for more on condition eligibility for trading cards. See Authenticity Guarantee - Clothing Items (GUIDE1810) for more on condition

eligibility for sneakers. Does it cost anything for an item to go through Authenticity Guarantee? eBay covers the cost of the authentication for eligible items. Exception: Authenticity Guarantee can be selected by the buyer as an add-on service for watches at certain price points. See Authenticity Guarantee - Luxury Goods (GUIDE1803) for more on this. See Authenticity Guarantee - Clothing Items (GUIDE1810) for additional fees for the buyer for shipping authenticated sneakers. How long does the authentication process take? Items are authenticated within 2 business days of the authenticator receiving them. After inspection, the item is shipped to the buyer using 3-day secure delivery or faster. Signature confirmation is required for items that are valued at \$750 or more. When will Authenticity Guarantee be available for other categories? We are constantly evaluating categories that could benefit from participation in the program. Funko Pops are the next addition to eBay's Authenticity Guarantee and launch in January 2024 (exact date TBC). Further details will be announced in due course. How does the return process work with Authenticity Guarantee? If a return is offered on the listing of the item purchased, the buyer will be instructed to send the item to the authenticator. Within 2-3 business days, the authenticator will verify the authenticity and condition of the returned item to confirm that it matches the item originally sent to the buyer. Once the item is verified by the expert authenticator, it will be shipped to the seller and a refund will be processed. Otherwise it will be returned to the buyer. If fraud is detected, eBay will work with authorities to take

appropriate action. Who provides the return label for Authenticity Guarantee items? If returns are offered on the listing of the item, the seller or buyer (as defined by the listing) is responsible for shipping costs to the authenticator. eBay covers the shipping cost to the seller. Will sellers be able to make a deduction from the refund? No, since eBay is fully managing the returns process, eBay will issue refunds rather than the seller doing so. Why is SMIR skipped and returns auto escalated or auto accepted? eBay manages the return and the returns process is intermediated by the authenticator, so there is no opportunity for SMIR. As the item has been authenticated, there are also limits on the reasons buyers can select as a return. Is guest checkout available for Authenticity Guarantee transactions? Yes. Is there only one authenticator for the Authenticity Guarantee program? Each vertical has its own authentication process, undertaken by professionals who have been carefully selected by eBay and who are recognized experts in that category. Do the buyer and seller have visibility into the authenticator address in the View Order Details page? There is no visibility to the authenticator address on the buyer side. The seller sees the authenticator address on VOD (View Order Details) and when printing the label. Before payment it shows the seller the buyer address. This is due to us knowing what authenticator to ship it to once the address is locked in at payment.

 Buyer questions on Authenticity Guarantee Can I return an item purchased with Authenticity Guarantee? Remorse returns Buyers can return an item purchased with Authenticity Guarantee if the seller accepts returns and the return takes place within the sellers return window. Where an item is eligible for return, the buyer will be instructed to send it back to the authenticators to check it is in the condition sent. Once re-authenticated, it will be returned to the seller and the buyer's refund will be processed. If the item

fails inspection, it will be returned to the buyer.

- If the buyer files a remorse return outside the seller's return window, it will be denied.

SNAD returns

- Authenticated items are covered by eBay Money Back Guarantee. However, because the item has been through an authentication process, a buyer cannot return items in the Authenticity Guarantee program for the following reasons:
- Missing Parts or Pieces
- Wrong Item Sent
- Doesn't Seem Authentic

For trading cards, the time period to file an eBay Money Back Guarantee claim is shortened to align with the seller's return policy. If no returns are offered, there is a 3-day window to file a return request.

What does final sale mean?

- See section on

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#finalsale

What happens if the item I've purchased fails authentication?

- You will be notified by email and your payment will be refunded to the original payment method.

What if the item is not as described (SNAD) when the seller ships to the authenticator?

- A detailed comparison with listing information may not fall within an authenticity review.
- If the authenticator notices major discrepancies in the item against the listing details, you will be notified via email and your payment will be refunded to the original payment method.

How will I know once the authenticator has shipped the item to me?

- Tracking status is updated when the item reaches the authenticator, when the authentication process is complete and when the authenticator ships the item to you.

What is the estimated delivery time for Authenticity Guarantee items?

- The authenticator will inspect the item within 2 business days after they receive it.
- Once verified, the authenticator will ship the item directly to the buyer with 3 day delivery.

Why did you return the item back to me?

- The item may be returned to you for one of the following reasons:

Our records indicate the item that you returned was not the same that was originally shipped to you. The item that was returned was in a different condition than what we sent to you. Under eBay Money Back Guarantee, you must receive the item in order to be covered.
We are unable to give you any refund if you don't accept the package. Are authenticated items protected by the eBay Money Back Guarantee? For authenticated items, eBay Money Back Guarantee only covers items returned within the seller's return window and items that satisfy the eMBG eligibility requirements and are not received or that arrive damaged. See eBay's eMBG policy
for more on this. Will I receive the original packaging with my purchase? Yes, if the seller has included original packaging, all components will be sent to you. I trust this seller. Can I opt out of having my purchased item authenticated?
 There is no way to opt in or opt out of the program. Think of Authenticity Guarantee as a buffer. We make sure if anything is wrong we have experts in place to catch it. I know the item is counterfeit. Why did you deny my return? The item has been authenticated by an industry expert whose authentication capabilities have been vetted by eBay. (See Who is the authenticator?) The authenticator's decision is final and cannot be appealed. Can I use local pick-up for items in the Authenticity Guarantee program? Items in the Authenticity Guarantee program are not available for local pick-up. How do I track the status of my item? Once your item has been inspected, you will receive an order update email with the next steps. Throughout the Authenticity Guarantee process you can check the View

Order Details section for status updates.

- I want my item faster so I will buy it somewhere else.
- eBays expert authenticators will inspect your item within two business days of receipt.
- Once authenticity is verified, the item will be shipped to you with three-day delivery, covered by eBay.
- We understand your delivery expectations. We currently have no way to request expedited shipping from authentication centers.

[tp_sellerq](#) Seller questions on Authenticity Guarantee

How can my item get covered by Authenticity Guarantee?

Participation in Authenticity Guarantee is based on the item details meeting program eligibility requirements.

There is no way to opt in or opt out of the program.

How can I tell if my item qualifies?

The Authenticity Guarantee badge will appear on eligible listings.

You can also check My eBay and Seller Hub sold pages.

Sellers receive a confirmation email when an item they listed is sold through the Authenticity Guarantee program.

How do I prepare for Authenticity Guarantee?

In order to properly protect you and the buyer, our authentication process is stringent about how items are described, and the item condition selected.

Review items listed to ensure they accurately describe and depict the item, including photos of any defects or cosmetic imperfections of the item, the box and accessories.

We recommend taking detailed photos as if there is no description, and adding a detailed description as if there are no photos. This helps the authenticator and the buyer know exactly what you're listing.

Why is my item not listing with Authenticity Guarantee?

Possible contributing factors to the item not listing with Authenticity Guarantee:

- The item has been marked as 'Customized'
- The item is listed in a category that is not supported by the Authenticity Guarantee program.
- The item is under the eligibility threshold.
- The item is not part of our eligible brands.
- Location of the item.
- Local Pick-Up.

How do I track the

status of an item sold through Authenticity Guarantee? The order will be updated in My eBay and Seller Hub stating the status of the authentication. The shipping status will also be updated. When I sell my item, where should I ship it? When you sell an eligible item, you are required to ship it to an expert authenticator, whose address will be provided in your order details. My item was sold and the buyer paid for the item but I did not receive the money yet. Where is it? See PSA_Hold in Transaction holds for more on this. Can I send the item directly to the buyer without having it go to the authenticator? No opt out is possible for the Authenticity Guarantee program. It goes against eBays Terms & Conditions to bypass the authenticator and ship to the buyer. If you choose to ship directly to the buyer, you will not be offered the protections through the Authenticity Guarantee program, and your account may be restricted. How will I know the authenticator has inspected the item and shipped it to the buyer? The tracking status is updated when the item reaches the authenticator, when the authentication process is complete, and when the authenticator ships the item to the buyer. You can also see the authentication status in My eBay Selling and in the Seller Hub sold page. The buyer also gets a notification email. If a Buy It Now item is listed above the threshold, but I accept an offer below it (either Best Offer or through auction), will the item still go through Authenticity Guarantee? Yes. This item will be part of the Authenticity Guarantee program. Why would the authenticator deny my item / return it to me? Your item may be returned to you if it could not be authenticated by our authenticator, did not pass authentication checks, or if the item condition is not consistent with your item description and/or photos. You will not be charged for the cost of the return and a refund will be issued to the buyer immediately. What if the authenticator does not pass my item due to authenticity/SNAD issues?

If your item does not pass authentication, it will be returned to you and the buyer will receive a full refund.

Both you and your buyer will receive an email highlighting why the item failed authentication.

How will the authenticator know if my item is as described?

The authenticator completes a multi-point inspection to confirm that the item is authentic.

However, while they will compare the listing information with your item, a detailed comparison with listing information may not fall within their review.

What if I have proof of authenticity for my item, does it still need to go through the Authenticity Guarantee program?

Yes. The item must still be authenticated.

Can I opt out of the Authenticity Guarantee program?

No. If the item meets program criteria, the item will go through the Authenticity Guarantee program.

The authenticators decision is final and cannot be appealed.

Can the buyer return an item they dont believe is authentic?

Buyers will have a limited list of reasons for opening a return.

Item does not appear authentic is not allowed as a reason if the item has passed authentication.

Can I accept a return even though my listing says no returns?

No, unless you want to work with your buyer outside of the Returns platform.

Please know if you choose to have the buyer return the item, there will be no protections from eBay Money Back Guarantee.

What if the item is lost in transit when the authenticator ships the item to the buyer?

See <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1800#section3.1> 3.1

INR use cases - Authenticity Guarantee

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1800> Authenticity and eBay Money Back Guarantee (GUIDE1800)

Will my items qualify for the Authenticity Guarantee program if they are promoted?

Yes. You can promote items in the Authenticity Guarantee program and any discounts you currently qualify for will apply.

My item is over the price minimum. Why does it not

qualify for Authenticity Guarantee? If the item does not have Authenticity Guarantee program badging, it did not meet one of the criteria to be in the program. The authenticity guarantee badge is decided based on the item details. All items in relevant categories that meet the program criteria will be included. Items with a Buy It Now price or Auction start price at or above the threshold are automatically included. For Auction listings, we will use an algorithm-based approach to include items expected to sell above the threshold. Customized items are not covered in this program. Item location does not qualify for the program. Location Eligibility may vary based on the program.
 Why didnt my high value item qualify for Authenticity Guarantee? There are limitations for the cost of items based on insurance restrictions. We do not have these amounts published as they may change, but extremely high value items may be outside our limits for the Authenticity Guarantee program. What happens if an item sells over this limit? If an item sells over the limits for our insurance, we may partner with the business unit for the item sold and may assist with facilitating the transaction. Why can't I offer combined shipping? Most Authenticity Guarantee items will not be eligible for combined shipping promotions since each authenticated item is split into a separate order. Exception: Some sneakers are eligible to combine shipping. See Authenticity Guarantee - Clothing Items (GUIDE1810) for more on shipping on sneakers. In the past, you didn't provide me with the buyer's shipping address - why has this changed? The buyer registration address is now visible in the Fulfillment API for all AG sellers in all markets. It also appears in the seller invoice / packing slip for UK/DE/EU markets. We have made these changes in

response to the international nature of the program. Sellers in the UK and DE require the buyer's address to generate a compliant VAT invoice.

What will happen if my item is damaged or lost while in the possession of the authenticator?

In the unlikely event your item is lost or damaged while in the possession of our expert authenticator, eBay will cover such loss or damage of the item.

Can I appeal if I have proof of authenticity but my item failed authentication with eBay?

No. We are unable to validate any external evidence of authenticity.

Why did you refund the buyer when I haven't received the item back?

Since eBay is managing the return, we refund the buyer as soon as the authenticator indicates that the item is in the same condition they sent it.

The authenticator then returns the item to you.

If you do not receive the item or it is damaged in shipping, you are able to contact eBay back to appeal for reimbursement.

Am I protected against fraudulent/faulty returns?

Yes. When the buyer returns an item, it will be sent back to the authenticator and they will confirm that the item is the same item and that it is in the same condition they sent it.

If either of those things are not true, the item will be returned to the buyer and the buyer will not receive a refund.

If I can't refund the buyer, how will I get a refund on my final value fee (FVF)?

In certain situations, you will still qualify for a final value fee credit.

The return for authentication takes forever. I want the funds released because I have an email stating it passed authenticity.

We are adding additional layers of protection for you by authenticating the item.

I wasn't given the opportunity to make it right with my buyer, and now I have a defect on my account (and may fall below standard). Why can't my defect be removed?

eBay offers seller protections as part of the Authenticity Guarantee process if something happens as a direct result of the process or actions taken by the authenticator.

E.g.: Authenticity Guarantee offers seller protection around items being lost, damaged, returned faulty or fraudulent so you are not held financially liable in any of those instances

once the item reaches the authenticator.

- As part of the authentication and review process, once the authenticator inspects the item, if we find the item to be not authentic or not as described in your listing, we will not forward it to the buyer as they are expecting the exact item that was described in the listing, and for the item to be 100% authentic.

Since this is not specific to something happening with the Authenticity Guarantee program, please refer to the defect protections table for protections offered:

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#Defectplaced

Defects applied on seller account for items sold through Authenticity Guarantee

You say I have protections when selling an item through Authenticity Guarantee, but now youre saying I wont be protected against a defect. Why?

eBay offers seller protections as part of the Authenticity Guarantee process if something happens as a direct result of the process or actions taken by the authenticator.

We do a check while at the authenticator to ensure the buyer does not try to return the item in a different condition or a different item entirely.

We automatically escalate cases for your protection as we do not expect you to make it right without the item going back to the authenticator first.

We do a thorough 'Not as described' check while at the authenticator and may reach out to you for minor issues to resolve with the buyer.

Any loss or damage to items once the item reaches the authenticator will be covered by eBay.

My defects were removed in the past. Why cant they be removed now?

eBay offers seller protections as part of the Authenticity Guarantee process if something happens as a direct result of the process or actions taken by the authenticator.

The only instances in which you will obtain a defect on your account for an item sold through Authenticity Guarantee are:

- Not shipping the item by your handle-by date.
- The item being lost on its way from you to the authenticator.
- Not describing your item correctly in the listing, which results in the item being returned to you.
- The item being deemed as not authentic when at

the authenticator. Please refer to
Defects applied on seller account for items sold through Authenticity Guarantee
for specific instances. I wasn't aware of authentication and shipped the item directly to the buyer. Am I protected? Items that bypass Authenticity Guarantee are still eligible for standard eBay Money Back Guarantee coverage. However, you won't be eligible for the protections offered through the Authenticity Guarantee program.
 If you accept returns, the buyer can return the item through the normal returns process, not the intermediated returns process. Am I protected against fraudulent/faulty returns? You are protected against fraudulent/faulty returns when a buyer returns an item that has been through the Authenticity Guarantee process. You are not protected if: The warehouse is closed The item is miscategorized The sale bypassed Authenticity Guarantee What automated protections does eBay have for sellers? We have automated protections for sellers who send their items to the authenticator within their stated handling time. Once the item goes through inspection and is sent to the buyer, sellers are fully protected against any negative or neutral feedback for concerns towards the delivery of the bag. The Item Not Received cases will be removed from the Service Metrics dashboard before the next evaluation cycle. Should an Item Not Received case be closed and a refund issued to the buyer, the seller will not be responsible for that refund as long as eBay has tracking confirming delivery to the authenticator's address. This can be found in the View Order Details. Why did you refund the buyer when I haven't received the item back? The item did not pass our authenticity check and was identified as not authentic.
 If you have any issues with the item once it is returned to you, you can appeal the decision by contacting eBay. What will happen if my item is

damaged or lost while in the possession of the authenticator? eBay pays out (with proof) if the item is damaged/lost once in possession of the authenticator (including shipping to buyer). eBay does not cover damage in transit from seller to authenticator but the buyer can file an appeal.

What if the item is damaged when the authenticator ships the item to the buyer? The buyer can file a case and eBay will investigate.

Why did my item fail authentication? The authenticator was unable to authenticate the item and returned it to you.

Internal information: Teammates can check the notes in Seller Vantage/Ginza.

How will I know the authenticator has inspected the item and shipped it to the buyer? You will receive email notifications when your item is authenticated (or marked as SNAD, not authentic, miscategorized).

How do I track the status of an item I've sold through Authenticity Guarantee? The View Order Details page will update with basic authentication statuses (arrived at authenticator, authenticated, shipped to buyer, etc).

How do I obtain my FVF credit for an item that did not pass inspection? The FVF credit will be automatically issued to you.

I have proof from another grader/authenticator that the item is authentic, but your authenticator is stating it is not authentic. Our authenticators are some of the top experts in the industry and their position is supported by eBay. We trust our authenticators' judgment and do not have an appeal for instances where the authenticator is stating it is not authentic.

What are my seller protections when I sell an item through Authenticity Guarantee? See Defects placed on sellers account for items sold through Authenticity Guarantee.

How will sellers be held accountable for selling not authentic/bypassing program? Sellers selling items that are not authentic may

face a number of consequences including restrictions on their account. If a seller chooses to ship directly to the buyer, they will not be offered the protections through the Authenticity Guarantee program, and their account may become restricted.

 Will SNAD returns see sellers get refunded FVF? Yes.
FVF fee refunds are automated for SNAD items.

 Final sale questions for Authenticity

Guarantee What is final sale? eBays Authenticity Guarantee program thoroughly checks the item to confirm that what you receive is exactly what you ordered. Final

sale means that eBay Money Back Guarantee doesnt allow returns on the basis that the item doesnt match the listing. Which items qualify for final sale?

See
Section

1.3
Final Sale definition in Authenticity Guarantee and eBay

Money Back Guarantee
(GUIDE1800). Final sale: Why doesn't eBay

allow returns on these items? Buyers can return an item for any reason if the seller accepts returns and the return is requested within your stated return

window.
Otherwise, the item is considered final sale and cant be returned. If the buyer reports the item is damaged in transit, well work with

the buyer to resolve the issue and our resolution with the buyer will not impact you.

These items have passed our trusted authenticators inspection so you can be confident that you are getting exactly what you purchased. If the authenticator finds

any discrepancy in the authenticity or description of the item, well get you your money back immediately. Final sale: Why was the buyer's return closed?

The return is closed because the item has been thoroughly inspected by our expert

authenticator and seller does not offer returns. Please refer to the final sale policy for further details. Final sale: Buyer no longer wants this item. Why can't it be returned? Since the seller doesn't offer returns, this is a final sale item and can't be returned. However, because we know this item is authentic, you can confidently list and resell this item to get your money back. Would you like some help listing the item on the site?

Final sale: How did this pre-owned item pass authentication? The authenticator takes exhaustive measures to ensure this pre-owned item matches the seller's listing. They use both the information from the listing as well as the seller's photos.

Final sale: Am I protected against buyer chargebacks if I have final sale on my listing? As long as you provide proof of the dispute (defend yourself) and the item was confirmed/verified by the authenticator we will process a manual refund for the chargeback in most cases.

Final sale: What if buyer leaves negative feedback for seller because they were unable to return the item? We will only remove negative/neutral feedback if the feedback left by the buyer is specific to the program itself (not just the seller's return policy).

CBT questions

Can Authenticity Guarantee items be shipped internationally? Exports

For US sellers of eligible sneakers, Authenticity Guarantee is available for exports to AU and CA.

For CA sellers of eligible sneakers, Authenticity Guarantee is available for exports to US.

Authenticity Guarantee is not available to US sellers for the export of watches, handbags, trading cards or jewelry.

Imports

For US buyers of eligible watches from Japan, Authenticity Guarantee is available.

For US buyers of eligible handbags purchased from Japan, Authenticity Guarantee is available.

For CA buyers

of eligible sneakers purchased from the US, Authenticity Guarantee is available. Authenticity Guarantee is not available for imports of jewelry and trading cards.
 Are Authenticity Guarantee items shipped internationally subject to duties and taxes? International shipment of items may be subject to customs processing and additional charges. Sellers should declare the items customs value and must comply with customs declaration laws. Buyers should be aware of standard issues that can apply to imported items: delays due to customs inspection import duties and taxes that buyers must pay brokerage fees payable at the point of delivery What is the return process for international purchases? The item goes through the same return process as a domestic order with the exception that the seller may be liable to pay duties and taxes upon the return of the item. Seller: Why was my item confiscated? Our expert authenticator thoroughly inspects items for authenticity. If an item is found to be not authentic, we legally cannot export that item out of the United States. Because of this, the item will not be returned to you or shipped forward to your buyer. Seller: I want to sell my items on eBay but live in [country not part of Authenticity Guarantee]. Why wont my item show Authenticity Guarantee? See

outside of the United States, as it is considered illegal. Because of the status of the item being not authentic, we cannot ship the item back to you. Seller: My item was sent back to me because it wouldn't clear customs. What do I do now? If your item is returned, work with the carrier and/or broker you selected when you originally exported the item to the US. Teammate questions on Authenticity Guarantee When should a contact be transferred to the verticals team? All contacts related to the Authenticity Guarantee Program (pre or post transaction). All contacts related to watches \$2,000 and over should be transferred. All contacts related to trading cards over \$250. All contacts related to items eligible for Authenticity Guarantee should be transferred. The verticals team are the only TMs with permissions to adjudicate an Authenticity Guarantee case. See Manually transferring an INR/Return request to the Authenticity Guarantee team What are Authentication Status Codes? Can they be shared with the buyer and seller? See Authentication Status Codes shared with eBay following inspection of the item. Based on the Authenticator Status, you can provide more information to the member if they have questions on their order. Is the authenticator required to sign for the package? Yes. Signature confirmation will be required at each shipping step if the item is valued at over \$750. What happens if an item fails authentication? An email will go out to buyer and seller as to why the item failed. Below is an example of the email sent for an item that failed due to SNAD.

 Is the buyer protected under eMBG if the seller ships directly to the buyer and bypasses the authenticator? Internal information: Be sure to check if the seller bypassed the authenticator before adjudicating cases as No fault Items that bypass Authenticity Guarantee are still eligible for standard eBay Money Back Guarantee coverage. However, the seller will not be eligible for the protections offered through the Authenticity Guarantee program. When is a seller eligible for a FVF credit on an Authenticity Guarantee transaction? FVF credits are automatically given in the following scenarios: Happy Path Return - buyer was eligible to return the Authenticity Guarantee item to the seller, the item passed reauthentication, and the seller has received the returned item Why? We remove the Seller Make It Right period for all return Authenticity Guarantee transactions. It is likely the seller would have made it right if eBay did not auto-refund the case. Therefore, the seller is eligible for a FVF credit as they would if they resolved this on their own. Buyer refuses delivery and the seller agrees - the Authenticator receives the item back and sends it back to the seller. Authenticity Guarantee item failed authenticity due to NOT_AS_DESCRIBED or NOT_AUTHENTIC and is being returned to the seller. Since the seller doesn't have the chance to make it right, we will credit their FVF as they will be responsible for the refund. Will these transactions need to be reviewed by SWAT/CRM approval? No. But standard 2-step approval on adjudication packages will be required for all transactions over \$1,000. Do the eBay FedEx labels have insurance? No. Since it is being shipped on an eBay label we will protect the buyer and/or seller if the item is lost or damaged in transit. How do authentication cards and tags work? eBay Authenticity Guarantee cards include relevant information on the item they accompany. NFC tags are programmed with the unique details of each

product they accompany. By holding an NFC-enabled device (iPhone 7 and above and most Android phones 2015 and newer) near the tag, the buyer receives a prompt and is able to view the authenticity report of the item.

- Note: NFC is short for near-field communication, a technology that allows devices like phones and smartwatches to exchange data with other devices and read NFC-equipped cards.
- QR tags contain a QR code that can be read by a smartphone camera, providing a URL link to the authenticator's report about the item they accompany.

Table for Back Office Request Guidelines

The Back Office team has a dedicated email queue.

This table indicates whether you should use the Slack workflow, or send the request to the Back Office email queue through Communicator.

Type of BO Request	Conditions	Action
RTS Request:	An RTS request (Return To Shipper):	
IS:	A request we send to Fedex to ask them to stop an item that is currently in transit from the Authenticator and send it back to the Authenticator.	
IS NOT:	A change or update of an address. (whether it be a return address, or a checkout address)	
	All of the following conditions are true:	
	The item has been received by the authenticator	AND
	There is outbound tracking from Auth to MM	AND
	The shipper is Fedex	AND
	The item has not been delivered to the checkout or return address	AND
	The item is not on the truck for delivery	AND
	The item is not already being returned to shipper.	
		Send to the Back Office Email queue through Communicator
DO:	<ul style="list-style-type: none"> Provide the tracking number in the request. Provide the address the item is currently in transit to. Provide the corrected address of the BUYER in the request. (If the BUYER would like their item held at a Fedex location for pickup, provide the address of the Fedex location. 	

We cannot request an item be held at Fedex while it is in transit but once it has been returned to the authenticator, we can create a manual label with the option to hold for pickup at the BUYER'S preferred location.) Make sure the SELLER knows they will have to provide their own pre-paid label. We do not need the updated address of the SELLER since they will be providing the label for re-shipment. Make sure the member is aware that this request voids eMBG coverage. Make sure the member is aware this is not a guarantee. </td> </tr> </table>

<td colspan="3">

 A QB (Quickbase) Ticket Response:

 IS:
 a response to a communication a BO teammate sent to a member that requires action from the BO.
 </td> <td>Any of the following conditions are true:
 The response requires an action from the BO.
 The response is not a thank you or unactionable complaint.</td> <td>Send to the Back Office Email queue through Communicator

 DO: Let the member know their response has been received and forwarded to the appropriate team. Email: Transfer the email to the AG Back Office Email queue. Phone or Chat: Transfer the SR Offline or Create a new Offline SR activity. Include the Quickbase Ticket number and / or EVTN in your notes.
 DO NOT send request: If the response is a question that can be answered by using the resources available to the receiving teammate. If the response is to a PSNAD and the member is asking if the item is authentic. The authenticator will fail an item if it is not authentic. If we are reaching out to the member about a P(potential)SNAD, the item is authentic. </td> </tr> </table>

<td colspan="3">

 A QB Ticket Creation request:

 IS:
 A request to create a ticket in order to communicate with the Authenticator about an issue they may be able to resolve.

 ANY of the following conditions are true:

 WATCHES, HANDBAGS or TRADING CARDS ONLY: If a watch/handbag/trading card hasn't been processed for shipment and the member needs the item shipped to a different address than what is on file. For SNEAKERS, follow the RTS Request guidelines.

 Unique situations like: multi-quantity order issues, seller leaving something out that should have been included with the initial shipment but they are sending in separately, when the authentication URL in SV is not working.

 To request an update on stalled WATCHES, HANDBAGS or TRADING CARDS.</td> <td>Send to the Back Office Email queue through Communicator

 DO: Let the member know their request has been forwarded to the appropriate team. Email: Transfer the email to the AG Back Office Email queue. Phone or Chat: Transfer the SR Offline or Create a new Offline SR activity. Include the Quickbase Ticket number and / or EVTN in your notes.

 DO NOT send request: For stalled or missing SNEAKERS that have been scanned in at the authentication hub. Regular INR guidelines will need to be followed. For items (all verticals) with leg 1 tracking (seller to authenticator) that show delivered but have not been scanned in by the authenticator. Regular INR guidelines will need to be followed. For missing authentication tags or cards. (You can provide the member with the authentication URL in Ginza since that is same information provided in the NFC or QR tags and chips). When viewing the item within Ginza > Authenticity Details section. For a member asking to dispute an authentication result, unless we have clear photos from many angles, (sneakers only) including insole, box label, tongue label, auth tag, and LPN. For items that have been returned to the authentication hub after RTS request or because of an issue with delivery. (We have to wait for the authenticator to open a ticket). </td> </tr> <tr> <td colspan="3"> </td> </tr> <tr> <td>BO Request for Label:

 A Label request:

 IS:
 A request for a manual Fedex label to be emailed to a member.
 </td> <td>ANY of the following conditions are true:

<p>The member's return qualifies for a manual label AND the return has been open for more than 3 days AND we have not placed it on hold or provided a label. (Guide1730 specifies the qualifications for manual label eligibility)</p> <p>The member is not able to open a return (i.e., final sale item) but we've asked them to ship the item back to the authenticator(ie. swapped order).</p> <p>There is something wrong with a label we had previously provided.</p> <p>The email notifying the member that we are sending a return label did not have the label attached.</p>	<p>Send to the Back Office Email queue through Communicator</p> <p>DO: Verify the ship to address with the member.</p> <p>When transferring, explain the situation in detail using your transfer or SR notes.</p> <p>Email: Transfer the email to the AG Back Office Email queue.</p> <p>Phone or Chat: Transfer the SR Offline or Create a new Offline SR activity. Include the Quickbase Ticket number and / or EVTN in your notes.</p> <p>DO NOT send request: If the member just opened the return.</p> <p>The turnaround time on a qualifying manual return label is 24-72 hours.</p> <p>If we have already sent the label and the member is unable to locate the attachment or would like it sent to a different email. You can download the label from the prior SR and send it again.</p>
<p>Optional AG Fee Refund Request:</p> <p>IS: A request to refund a buyer for their optional Authenticity Guarantee Fee (formerly Expert Verification).</p> <p>ANY of the following conditions are true:</p> <p>Seller bypasses and ships directly to the buyer.</p> <p>The fee was supposed to be credited back automatically but wasn't.</p> <p>(Guide 1803 has a table for when this should happen.)</p>	<p>Send to the Back Office Email queue through Communicator</p> <p>DO: When transferring, include the Order ID and explain the situation in detail using your transfer or SR notes.</p> <p>Email: Transfer the email to the AG Back Office Email queue.</p> <p>Phone or Chat: Transfer the SR Offline or Create a new Offline</p>

SR activity. Include the Quickbase Ticket number and / or EVTN in your notes.

DO NOT send request: For the seller. This fee is only charged to the buyer. For a different type of fee (i.e., final value fee or vault withdrawal fee).

--

Chat Snippets General Statements General AG

I will be happy to answer any questions you may have about the Authenticity Guarantee program.

Might need multiple contacts: I'm sorry you've had to contact multiple times about the same issue. My goal is to get this resolved on this chat, or with a follow-up phone call or email.

This is a difficult situation, and I want to help you get this issue resolved. How about I follow up with you on ###Date###? That way we can work together on the resolution.

RTS Requests Buyer

I can send in the request to have the item returned to us to provide a different address. Just so you are aware, this is a request and may not result in the item being returned. In that case, it will arrive at the address provided during checkout.

Seller

I can send in the request to have the item returned to us to provide a different address. Just so you are aware, this is a request and may not result in the item being returned. In that case, it will arrive at the address provided on your account.

If the item is returned to the authenticators. We will reach out to you to provide a means to return the item to you. Please keep an eye on your email and eBay messages for when we reach out for you to provide a return shipping label.

INR Situation Buyer

I'm so disappointed to hear your shipment hasn't reached you yet (especially when it was planned as a gift).

I see that the item arrived to our authenticators on ###Date###. Let me see where we are at with the inspection.

Im not seeing the seller provided any tracking. Let me see if the authenticators confirmed receiving the item or not.

Im sorry to see that the order was lost in shipment. I have gone ahead and issued a refund for the item. You should expect the amount to your payment source within the next ###Timeframe###.

I found that the

order was returned to our authenticators. We would want to double check the ship-to address provided during checkout, and then we could attempt another delivery.

I have opened a claim for the order. If the item doesn't pop up by **###End of SMIR###**, we would be happy to step in and issue a refund.

I see that the order shows delivered to your check-out address.

- NO SOP Courtesy - With the confirmation of delivery does match the address provided, we want to be sure that you receive the sneakers. To make sure that this is possible, your next step would be to contact FedEx to see where exactly they delivered it to, to speak with neighbors about the delivery in case the sneakers were delivered to their apartment or the property manager to see if the shipment was left with them.
- SOP Courtesy - Since the shipment did not arrive to you, we would be able to extend a one time courtesy for the order. We would need for you to sign and send back an affidavit. I will be emailing you the affidavit to print, sign and send back to us using our document uploader.
- The Document uploader is quick and easy to use.

Seller

I see the tracking provided shows the sneakers arrived to the authenticators on **###Date###**. Let me see where we are at with the inspection.

I would recommend reaching out to the shipping company on the location of the package.

As the item has not moved in some time on its way to the Authenticators.

As the item shows delivered, but we do not have a record of receiving the order.

I understand the buyer opened a claim for an item not received, and that the item passed our inspection. Since the item passed our inspection, you are protected as a seller and we will be handling the claim as eBay.

I understand the buyer opened a claim for an item not received, and our authenticators do not have a record of receiving the item. I would recommend that you contact the shipping service for a proof of delivery.

Return Situation (final sale) Buyer

I understand you have a concern with **###reason for return###**. I'm sorry to hear you're not satisfied with your purchase.

After reviewing the order and our authenticators inspection, I saw that the seller doesn't accept returns. Since the item passed

inspection, this would be considered final sale and does not qualify for a return or refund.

I would recommend that you look into selling the item on the site since it passed inspection. Just be sure to change the condition as needed.

Im sorry to hear that the item arrived **###Damaged/Incorrect item/defective###**. Would you be willing to provide photos of the item and concern? We would be happy to review the photos and follow up with you on what can be done.

Send SOL11347

Thank you for providing us with photos of the concern with the sneakers. After additional review we would like to

Work with you on a partial refund for the order.

Provide a means to have this sent back to us for a refund.

Seller

I understand the buyer opened a return claim, and that the item passed our inspection. Since the item passed our inspection, you are protected as a seller and we will be handling the claim as eBay.

I understand the buyer opened a return claim, and that the item passed our inspection. Since the item was listed as pre-owned it does qualify for a return.

Because the item qualifies, we would have it first returned to our team of authenticators for an additional inspection. This is part of your protections as a seller to ensure the order was not tampered with, swapped or damages while with the buyer.

Failed inspection Buyer

Im sorry to see that your item didnt pass inspection, but Im glad we caught the concern before sending it to you.

How about we look for another item on the site for you?

Seller

Oh dear. Lets review the authenticators findings with their inspection.

I see here that the order didnt pass because of **###SNAD reason###**. Because it didnt pass for **###SNAD reason###** you will just need to update your listing to reflect their findings.

Showing signs of wear - You are welcome to relist the item on the site, but we would recommend to update the listing condition in the item specifics from New to Pre-owned.

Mildly Damaged Box - You are welcome to relist the item on the site, but we would recommend to update the listing condition in the item specifics from New with Box to New with Defects. Then providing photos of the damage to the box

and explaining that the damage is the defect in the description. No Box, Wrong Box or Destroyed Box - You are welcome to relist the item on the site, but we would recommend to update the listing condition in the item specifics from New. to New without Box. I see here that the order didnt pass because the authenticators were not able to prove the authenticity of the item. For this reason, the item will be returned to you and we would ask that you not relist the item on the site. For proprietary reasons, we are not able to go into details of the reason the sneakers did not pass. You may want to look into other opportunities outside of eBay to list and sell your item. We will be sending the item back using tracking number ###Tracking Number###. The shipping service expects the order to arrive on ###Date###. </h2></h2>GUIDE.DETAILED_INFORMATION Authenticity Guarantee program Overview of Authenticity Guarantee by region watch vertical=""</watch>Key pointers per vertical Manual transfer guidelines Determining status of item on forward leg/return leg Defects applied on seller account for items sold through Authenticity Guarantee

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#statuscode"&Authentication status codes&/a&&/li&& &/li&&&/a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#packageinserts"&Authenticity Guarantee package inserts&/a&&/a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1730&ViewLocale=en_US#tp_gen"&&watch vertical=""&&/watch&&/a&&/li&& &/ul&& &/li&&

&/ul&& &br&& &a name="overview"&Overview of Authenticity Guarantee by verticals and region&/a&& &br&& Note: Verticals and regions that have not launched yet are subject to change&br&& &table border="1" cellpadding="0" cellspacing="0"& &tbody&&

&tr&& &td colspan="1"&Sneakers&/td&& &/tr&& &tr&& &td colspan="1" rowspan="2"&Region &/td&& &td colspan="1" rowspan="2"&Launch date&/td&&

&td colspan="2" rowspan="1"&Final sale&/td&& &td&&Authentication -&br&& Failed for&br&& SNAD&br&& authentication&/td&& &td&&Potential SNAD process&/td&&

&td colspan="2" rowspan="1"&&b&&What does authenticator do with miscats?&/b&&/td&& &td colspan="2" rowspan="1"&&b&&What does authenticator do with customized?&/b&&/td&& &td colspan="1" rowspan="2"&Notes&/td&& &/tr&&

&tr&& &td&& &New &/td&& &td&& &Used &/td&&

&td&&Send back to seller&/td&& &td&&PSNAD&/td&& &td&&Pass to buyer&/td&&

&td&&Buyer return intermediated&/td&& &td&&Pass to buyer&/td&& &td&&Buyer return intermediated&/td&& &/tr&& &/tr&& &td&&US&/td&&

&td&& &7/2020&/td&& &td&&Y&/td&& &td&&Y&/td&& &td&&Y&/td&&

&td&&Y (pilot 1 May to 31 July, 2023)&/td&& &td&&Y&/td&& &td&&N&/td&&

&td&&Y &/td&& &td&&N&/td&& &td&& &/td&& &/tr&& &/tr&&

&td&&US to CA&/td&& &td&& &3/2021&/td&& &td&&Y&/td&&

&td&&Y&/td&& &td&&Y&/td&& &td&&N&/td&& &td&&Y&/td&&

&td&&N&/td&& &td&&Y &/td&& &td&&N&/td&& &td&&Items do&br&&

not show on
 CAFR site </td> </tr> <tr> <td>US to AU</td>
<td>4/2021</td> <td>N</td> <td>N</td> <td> Y </td>
<td>N</td> <td>Y</td> <td>N</td> <td>Y</td>
<td>N</td> <td>Buyer returns -
 Items returned
 for SNAD
are
 sent to the
 authenticator
 and held, they
 are not
shipped
 back to the seller. </td> </tr> <tr> <td>UK</td>
<td> 4/2021</td> <td>N</td> <td>N</td> <td>Y</td>
<td>N</td> <td>Y</td> <td>N</td> <td>Y</td>
<td>N</td> <td> </td> </tr> <tr> <td>CA</td>
<td>5/2021</td> <td>Y</td> <td>Y</td> <td>Y</td>
<td>N</td> <td>Y</td> <td>N</td> <td>Y</td>
<td>N</td> <td> </td> </tr> <tr> <td>AU</td>
<td> 7/2021</td> <td>N</td> <td>N</td> <td>Y</td>
<td>N</td> <td>Y</td> <td>N</td> <td>Y</td>
<td>N</td> <td> </td> </tr> <tr> <td>DE</td>
<td> 8/2021</td> <td>N</td> <td>N</td> <td>Y</td>
<td>N</td> <td>Y</td> <td>N</td> <td>Y</td>
<td>N</td> <td> </td> </tr> <tr> <td>CA to US</td>
<td> 11/2021</td> <td>Y</td> <td>Y</td> <td>Y</td>
<td>N</td> <td>Y</td> <td>N</td> <td>Y</td>
<td>N</td> <td> </td> </tr> </tbody> </table>

<table border="1" cellpadding="0" cellspacing="0"> <tbody> <tr> <td
colspan="11">Watches</td> </tr> <tr> <td colspan="1"
rowspan="2">Region </td> <td colspan="1" rowspan="2">Launch date</td>
<td colspan="2" rowspan="1">Final sale</td> <td>Authentication - Failed
 for
SNAD/
 authentication</td> <td>Potential
 SNAD process</td> <td

colspan="2" rowspan="1">What does authenticator do with miscats?</td>
<td colspan="2" rowspan="1">What does authenticator do with customized?</td> <td colspan="1" rowspan="2">Notes</td> </tr>
<tr> <td>New</td> <td>Used</td>
<td>Send back to seller</td> <td>PSNAD</td> <td>Pass to buyer</td>
<td>Buyer return intermediated</td> <td>Pass to buyer</td> <td>Buyer return intermediated</td> </tr>
<tr> <td>US</td>
<td>9/2020 <td>Y</td> <td>N</td> <td>Y</td>
<td>Y</td> <td>Y</td> <td>N</td> <td>Y</td>
<td>N</td> <td></td> </tr> <tr> <td>UK</td> <td>
 9/2021 <td>N</td> <td>N</td> <td>Y</td>
<td>Y</td> <td>Y</td> <td>N</td> <td>Y</td>
<td>N</td> <td></td> </tr> <tr> <td>DE</td>
<td>10/2021</td> <td>N</td> <td>N</td> <td> Y </td>
<td>N</td> <td>Y</td> <td>N</td> <td>Y</td>
<td>N</td> <td></td> </tr> <tr> <td>US (optional
AG - formerly EV)</td> <td>3/2021 <td>N</td>
<td>N</td> <td>Y</td> <td>Y</td> <td>Y</td>
<td>N</td> <td>Y</td> <td>N</td> <td>See GUIDE 1803
for talking points and service fee refund policy</td>
</tr> </tbody> </table> <table border="1" cellpadding="0"
cellspacing="0"> <tbody> <tr> <td
colspan="11">Handbags</td> </tr> <tr> <td colspan="1"
rowspan="2">Region</td> <td colspan="1"
rowspan="2">Launch date</td> <td colspan="2" rowspan="1">Final

sale	Authentication	Failed	for
SNAD	authentication	Potential	SNAD
process	What does authenticator do		
with miscats?	What does authenticator do		
customized?			
Notes			New
Used	Send back	to seller	
PSNAD	Pass to buyer	Buyer return	
intermediated	Pass to buyer	Buyer return	
	US		6/2021
Y	N	Y	Y
Y	Y	Y	Y
			3/2022
	N	N	Y
Y	N	Y	N
			3/2022
N	N	Y	Y
Y	N	Y	N
			DE
	N	N	Y
Y	Y	N	Y
N			
Trading cards			
Region	Launch date		
Final sale		Authentication - Failed	

for
 SNAD/
 authentication</td> <td>Potential
 SNAD
process</td> <td colspan="2" rowspan="1">What does authenticator do with
miscats?</td> <td colspan="2" rowspan="1">What does authenticator do
with customized?</td> <td colspan="1" rowspan="2">Notes</td> </tr>
<tr> <td> New </td> <td> Used </td>
<td>Send back to seller</td> <td>PSNAD</td> <td>Pass to buyer</td>
<td>Buyer return intermediated</td> <td>Pass to buyer</td> <td>Buyer
return intermediated</td> </tr> </tr> <td>US</td>
<td> 1/2022</td> <td>Y</td> <td>Y</td> <td>Y</td>
<td>Y</td> <td>Y</td> <td>N</td> <td>Y</td>
<td>N</td> <td colspan="1" rowspan="2">Aftermarket
 signatures or

embedded relics
 cannot be authenticated</td> </tr> </tr>
<td>CA</td> <td>4/2023</td> <td>Y</td> <td>Y</td>
<td>Y</td> <td>Y</td> <td>Y</td> <td>M</td>
<td>Y</td> <td>N</td> </tr> </tr> <td>CA to US</td>
<td>TBC</td> <td>Y</td> <td>Y</td> <td>Y</td>
<td>Y</td> <td>Y</td> <td>N</td> <td>Y</td>
<td>N</td> <td colspan="1"> </td> </tr> </tbody> </table>
 <table border="1" cellpadding="0" cellspacing="0"> <tbody> <tr> <td
colspan="11">Jewelry</td> </tr> </tr> <td colspan="1"
rowspan="2">Region </td> <td colspan="1" rowspan="2">Launch date</td>
<td colspan="2" rowspan="1">Final sale</td> <td>Authentication -
 Failed
for
 SNAD/
 authentication</td> <td>Potential
 SNAD
process</td> <td colspan="2" rowspan="1">What does authenticator do with
miscats?</td> <td colspan="2" rowspan="1">What does authenticator do
with customized?</td> <td colspan="1" rowspan="2">Notes</td> </tr>

		New		Used	
	Send back to seller	PSNAD		Pass to buyer	
	Buyer return intermediated			Pass to buyer	Buyer return intermediated
					US
	7/2022	N	N	Y	
	Y	Y	N	Y	
	N				UK
	5/2023	N	N	Y	
	Y	Y	M	Y	
	N			DE	5/2023
	N	N	Y	Y	
	Y	N	Y	N	

Streetwear										
Region										
	Launch date	Final sale		Authentication -Failed for SNAD /authentication						
Potential				SNAD process						
What does authenticator do with miscats?	What does authenticator do with customized?	Notes								
New	Used									
		Send back to seller	PSNAD	Pass to buyer	Buyer return intermediated	Pass to buyer	Buyer return intermediated	US		
6/2023	Y									Y

Y	Y	N	Y
N			

The eBay vault											
Region											
Launch date											
Final sale		Authentication - Failed for SNAD		authentication		Potential SNAD process		What does authenticator do with miscats?			
What does authenticator do with customized?		Notes		New		Used		Send back to seller			
PSNAD		Pass to buyer		Buyer return intermediated		Pass to buyer		Buyer return intermediated			
US		6/2022		Y		Y		Y		N	
Y		N		N/A		N/A		For items stored in the eBay vault there are no returns even if the seller offers returns in the listing.			

Key pointers per vertical	
US AG Watches	US AG Sneakers
US AG Handbags	CA Domestic AG Sneakers
US AG Trading Cards	CA AG Trading Cards
US AG Jewelry	US Streetwear
M2M Block	NO
YES for Top Star sellers	NO for all other sellers

<td>YES</td>	<td>NO</td>	<td>NO</td>	<td>NO</td>
<td>NO</td>	</tr>	<tr>	<td>Manual Labels (FedEx)</td>
<td>YES on items over \$10K 	NO for items under \$10K (automated labels)</td>	<td>YES on ARRIVED_DAMAGED 	NO for all other scenarios (automated labels)</td>
<td>YES on items over \$3K 	NO for items \$500-\$3K</td>	<td>YES</td>	
<td>YES on items \$100K + 	NO for items under \$100K (automated labels)</td>		
<td>YES on items CA \$100K + 	NO for items under CA \$100K (automated labels)</td>	<td>YES on items \$1K + 	NO for items under \$1K (automated labels)</td>
<td>YES on ARRIVED_DAMAGED 	NO for all other scenarios (automated labels)</td>	</tr>	<tr>
<td>Price Point</td>		<td>\$2K+</td>	<td>Determined within eligibility</td>
<td>\$500+</td>		<td>Determined within eligibility</td>	<td> \$250+ (raw)
<td> \$250+ (graded)</td>	<td>CAD \$250+ (raw)</td>	<td>\$500+ (full ramp TBC)</td>	
<td>\$200+</td>	</tr>	<tr>	<td>Condition</td>
<td>New and pre-owned</td>	<td>New and pre-owned</td>	<td>New and pre-owned</td>	<td>New and pre-owned</td>
<td>Raw and graded</td>	<td>Raw only</td>	<td>New and pre-owned</td>	<td>New and pre-owned</td>
</tr>	<tr>	<td>Final Sale</td>	<td>YES - New only</td>
<td>YES - New and pre-owned</td>	<td>YES - New only</td>	<td>YES - New only</td>	<td>YES</td>
<td>YES</td>	<td>YES</td>	<td>NO</td>	<td>YES - New and pre-owned</td>
</tr>	<tr>	<td>Card or eTag</td>	
<td>Card</td>	<td>eTag</td>	<td>eTag</td>	<td>eTag</td>
<td>eTag</td>	<td>eTAG</td>	<td>Card</td>	<td>eTAG</td>
</tr>	<tr>	<td>Multi-quantity</td>	<td>NO</td>
<td>YES</td>	<td>NO</td>	<td>YES</td>	<td>NO</td>
<td>NO</td>	<td>YES</td>	<td>NO</td>	<td>NO</td>
<td>NO</td>	<td>YES</td>	</tr>	<tr>
<td>FVF Credits</td>			

YES	YES	YES	YES
YES	YES	YES	YES
Imports	YES	Japan	
NO	YES	Japan	YES
NO	NO	NO	NO
Exports	NO		YES to AU & CA
NO	NO	NO	
Authenticator	(DO NOT DISCLOSE)	Stoll	
SneakerCon	CodeBoxx	Bascom	
SneakerCon	Certified Collectibles Group (CCG) (raw cards)		
	and	Professional Sports Authenticator (PSA)	(graded cards)
	Certified Collectibles Group (CCG) (raw cards)		
	Gemological Institute of America (GIA)	SneakerCon	
	Authenticator Address		(DO NOT DISCLOSE)
	1803 S Metro Pkwy	Dayton, OH 45459	65 Oxford Dr
		Moonachie NJ 07074-1020	
		2970 N Lamb #107S	
		North Las Vegas, NV 89115	
			65 Oxford Dr
		Moonachie NJ 07074-1020	
		2970 N Lamb #107B	
		North Las Vegas, NV 89115	
		16 Intermodal Drive,	Unit 16
		Brampton, ON	
		L6T 0E1	
		(CCG)	6802 Energy Court, Sarasota, FL 34240
		(PSA)	1600 E St Andrew Place
		Suite 150	Santa Ana, CA, US
		92705	
			16 Intermodal Drive, Unit 6, Brampton Ontario L6T 0E1
			5355 Armada Dr, Carlsbad, CA 92008
			65 Oxford Dr
			Moonachie NJ 07074-1020

Manually transferring an

INR/Return request to the Authenticity Guarantee team See Transfer Guide for CS Phones, Chat, and Email How to transfer to Verticals Determining status of item on forward leg/return leg Tracking will explicitly show the status/location of the item. Defect placed on sellers account for items sold through Authenticity Guarantee Authenticity Guarantee offers Seller Protection around lost, damaged, faulty, or fraudulent items being sent/returned by the buyer Part of these seller protections include defect removal, even though we auto-escalate, auto-accept and adjudicate all cases sold through AG The following protections will be automatically removed prior to the next months evaluation cycle as long as it meets the following criteria: <table border="1" cellpadding="0" cellspacing="0"> <tbody> <tr> <td>Use Case</td> <td>Standard Protection</td> <td>Service Metrics Protection</td> <td>Feedback Protection</td> </tr> <tr> <td>1. Authentication Passed
 a. INR b. SNAD c. NN feedback</td> <td>Defects: INR SNAD </td> <td>Metrics:</td> <td>Feedback Rating:</td> </tr> <tr> <td>2. Authentication Failed
 a. SNAD defect b. Open SNAD </td> <td>Defects: SNAD </td> <td>Not included in protection</td> <td>Not included in protection</td> </tr> <tr> <td>3. Authentication passed w/exception
 a. INR & SNAD b. Open SNAD c. NN feedback</td> <td>Defects: INR SNAD (watches only - seller not

given option to MIR)
 *Sneakers sellers have the option to MIR and should resolve case for buyers</td> </td>Not included in protection</td></td>Feedback Rating:</td> </tr> </tbody> </table> Authentication Status Codes The authenticator will share one of the following Authentication Status Codes with eBay following inspection of the item. <table border="1" cellpadding="1" cellspacing="0"> <tbody> <tr> <td>Authentication Status Code</td> <td>Definition</td> </tr> <tr> <td>AUTHENTIC </td> <td>Item has passed inspection for both authenticity and matching the seller's description in the listing (SNAD check)</td> </tr> <tr> <td>The item will be sent forward to the buyer</td> <td></td> </tr> <tr> <td>NOT_AS_DESCRIBED</td> <td>Item fails inspection due to the item not matching the seller's description in the listing (SNAD check)</td> </tr> <tr> <td>The item will be returned to the seller and the buyer will receive a refund automatically</td> <td></td> </tr> <tr> <td>NOT_AUTHENTIC </td> <td>Item fails inspection due to the item not being authentic</td> </tr> <tr> <td>The item will be returned to the seller (unless the item was exported into the US) and the buyer will receive a refund automatically</td> <td></td> </tr> <tr> <td>MISCATEGORIZED </td> <td>Item was listed in the incorrect category which made it eligible for AG, but the authenticator does not authenticate items that are miscategorized</td> </tr> <tr> <td>(Example: seller lists an Apple smart watch in the wristwatch category, it sold through AG, but the authenticator does not authenticate smart watches)</td> <td>The item will be forwarded to the buyer as long as it passes the SNAD check </td> </tr> <tr> <td>CUSTOMIZED</td> <td>Item has been customized and therefore cannot be authenticated</td> </tr> <tr> <td>The item will be forwarded to the buyer as long as it passes the

SNAD check

CANCELLED
The seller or buyer cancelled the order prior to the item being received by the authenticator
The item will be shipped back to the seller, and no automatic refund is given

Authenticity Guarantee package inserts

Inserts are placed in the packaging of items prior to them being shipped by the authenticator. These explain the status of the item to the recipient (authenticated, miscategorized, etc.)

Click on the link to see the message shared in each insert type:

<https://cskb.qa.ebay.com/library/EBAY/GUIDE1730/handbag%20insert%201.png>

Authentication Fail Card: Counterfeit card (To Seller)

<https://cskb.qa.ebay.com/library/EBAY/GUIDE1730/handbag%20insert%202.png>

Authentication Fail Card: Not As Described (To Seller)

<https://cskb.qa.ebay.com/library/EBAY/GUIDE1730/handbag%20insert%203.png>

Authentication Fail Card: Customized Item

<https://cskb.qa.ebay.com/library/EBAY/GUIDE1730/handbag%20insert%204.png>

Authentication Fail Card: Miscategorized Item

<https://cskb.qa.ebay.com/library/EBAY/GUIDE1730/handbag%20insert%205.png>

Thank You Card

GUIDE.RELATED_LINKS Help pages:

Authenticity Guarantee

<https://pages.ebay.com/authenticity-guarantee/>

<https://pages.ebay.com/authenticity-guarantee/>

<https://pages.ebay.com/authenticity-guarantee/>

<https://pages.ebay.com/authenticity-guarantee-seller/> <https://pages.ebay.com/authenticity-guarantee-seller/> [Related articles](#)

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1800> Authenticity Guarantee and eBay Money Back Guarantee

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1810> Authenticity Guarantee - Clothing Items

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1803> Authenticity Guarantee - Luxury Goods

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1804> Authenticity Guarantee - Collectibles

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520>

[eBay Money Back Guarantee Policy](#) [Solutions](#)

<http://cskbapp/art?page=content&id=SOL11388> eMBG - Authenticity Guarantee - Seller - Issue with return - Case closed with no refund

<http://cskbapp/art?page=content&id=SOL11392> eMBG - Authenticity Guarantee - Buyer - Item is SNAD - Buyer refunded

<http://cskbapp/art?page=content&id=SOL11394> eMBG - Authenticity Guarantee - Buyer - Item damaged or lost in transit - EMIR

<http://cskbapp/art?page=content&id=SOL11395> eMBG - Authenticity Guarantee - Seller - Item damaged or lost in transit - EMIR

<http://cskbapp/art?page=content&id=SOL11393> eMBG - Authenticity Guarantee - Seller - Authenticator confirms SNAD - Follow up action

<http://cskbapp/art?page=content&id=SOL11391> eMBG - Authenticity Guarantee - Seller - Item damaged or lost with authenticator - Buyer refunded

[href="http://cskbapp/art?page=content&id=SOL11390"](http://cskbapp/art?page=content&id=SOL11390)>eMBG - Authenticity Guarantee - Buyer - Item damaged or lost with authenticator - full refund
[href="http://cskbapp/art?page=content&id=SOL11389"](http://cskbapp/art?page=content&id=SOL11389)>eMBG - Authenticity Guarantee - Buyer - Buyer refused delivery - No refund
[href="http://cskbapp/art?page=content&id=SOL11387"](http://cskbapp/art?page=content&id=SOL11387)>eMBG - Authenticity Guarantee - Buyer - Faulty/ fraudulent/ empty box return - no refund
[href="http://cskbapp/art?page=content&id=SOL11381"](http://cskbapp/art?page=content&id=SOL11381)>eMBG - Authenticity Guarantee - Seller - Buyer refunded, case closed, item on its way to you
[href="http://cskbapp/art?page=content&id=SOL11380"](http://cskbapp/art?page=content&id=SOL11380)>eMBG - Authenticity Guarantee - Seller - Buyer failed to return item on time - case closed
[href="http://cskbapp/art?page=content&id=SOL11379"](http://cskbapp/art?page=content&id=SOL11379)>eMBG - Authenticity Guarantee - Buyer - Item not returned in timeframe
[href="http://cskbapp/art?page=content&id=SOL11351"](http://cskbapp/art?page=content&id=SOL11351)>eMBG - Authenticity Guarantee - Buyer- Buyer failed to provide proof - Deny return
[href="http://cskbapp/art?page=content&id=SOL11352"](http://cskbapp/art?page=content&id=SOL11352)>eMBG - Authenticity Guarantee - Seller- Buyer failed to provide proof - Deny return
[href="http://cskbapp/art?page=content&id=SOL11348"](http://cskbapp/art?page=content&id=SOL11348)>eMBG - Authenticity Guarantee - Seller - Buyer claims damage - On hold - Request photos
[href="http://cskbapp/art?page=content&id=SOL11347"](http://cskbapp/art?page=content&id=SOL11347)>eMBG - Authenticity Guarantee - Buyer - Buyer claims damage - On hold - Request photos
[href="http://cskbapp/art?page=content&id=SOL11346"](http://cskbapp/art?page=content&id=SOL11346)>eMBG - Authenticity Guarantee - Buyer - Remorse, outside return policy - Deny Return
[href="http://cskbapp/art?page=content&id=SOL11400"](http://cskbapp/art?page=content&id=SOL11400)>eMBG - Authenticity Guarantee - Seller - Customized item returned by authenticator
 General PSNADs
 [href="http://cskbapp/art?page=content&id=SOL11509"](http://cskbapp/art?page=content&id=SOL11509)>eMBG - Authenticity Guarantee - Buyer - Authenticator indicates missing / incorrect

paperwork

 </h2>