

Inf, LP, PI, and VeRO - Listing policies - item hidden, ended, removed, or not renewed (seller)

<h2>GUIDE.RELATED_LINKS Related help pages Why did eBay remove my listing?

http://pages.ebay.com/help/sell/questions/listing-ended.html Knowing the Rules for Sellers

http://pages.ebay.com/help/sell/policies.html Guidelines for Creating Legally Compliant Listings
 http://pages.ebay.com/help/sell/compliant-listings.html Related articles Listing / item ended or removed - Buyer

Relisting an item

Report a member

eBay Manual Seller Fee Credit Policy

Processing an individual credit, processing account and subscription credits Related solutions

Warning reply (template)

Listing removed (template)

Listing removed

(template) - second response
[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4199"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4199)>Selling restriction
(1 day) - all items removed
[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL5667"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL5667)>Listing removed -
already ended/ended early
[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4842"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4842)>Item removed -
why didn't you call / warn me first?
[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL5666"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL5666)>Item removed -
can I relist?
[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL8811"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL8811)>Listing removal - I
feel singled out
[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL9803"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL9803)>PI - Item
removed Fees
[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL9996"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL9996)>Listing removed -
Why didn't I get my fees back? - First PI or LP violation
[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10212"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10212)>Listing removed
- Why didn't I get my fees back? CIT, Inf, or VeRO violation
Ended in error
[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL3856"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL3856)>Can I list this
item? </h2></h2>GUIDE.TALKING_POINTS
Why was my listing or product removed? Generally, we had concerns with your
listing or product on the site. An email was sent regarding the removal that helps explain it. Id be
happy to go into the details with you. Internal Information
Check Member Activity Comment (MAC) notes and read the Details section for more
information. Can I list this item? After we review your listing, we
can help determine if your listing is allowed. Please understand that this does not guarantee

removal in the future as multiple policies can impact the same listing.

- If your listing was removed because it hasn't had any sales in more than a year, we recommend that you don't relist it unless you take steps to improve the likelihood of it selling. You may need to review your pricing strategies and best practices for listings, or consider whether some inventory needs to be removed from eBay if it won't sell. Relisting these products without a significant change to price, ship cost, or listing description may result in the forfeiture of insertion fees for subsequent removals.
- Why wasn't I sent a warning email (or called) to ask me to change my listing before you took it down?
- We'd like to be able to warn a seller before taking action on a listing. Unfortunately, because we have to act quickly, that's just not possible.
- When we hide a listing, the item will appear in your Active Listings section of My eBay or Seller Hub. You can edit the item to follow policy, making the listing visible to shoppers again rather than having to re-create it. If your listing has been hidden, you should receive an email that tells what listings are hidden and what needs to be changed in the listings.
- I just revised my listings that have been on the site for more than a year without sales.
- The listings we removed from your account had been on the site for more than a year with next to no buyer traffic. Revision history would show what changes have been made to the listings, but regardless of the investment you have made in these items, buyers have not responded to these products at the price points they were listed at.
- Why was my account restricted?
- Account restrictions occur when you continue to violate eBay listing policies.
- With each listing removal, we ask that you revise your listings to ensure that you are in full compliance with our policies.
- We encourage you to write to us or call us for further clarification to help you understand and comply with the policy.
- If you continue to list items that directly violate our policies, your account may be restricted.
- Internal Information
- For more, see information about account

restrictions. Why is my item not showing up? Internal Information
 See information about <a href="https://cskb.qa.ebay.com/csKBapp/art?
page=content&id=GUIDE1085">indexing delays for details on listings that are
delayed in the indexing process. Why are other listings like mine still on the site, but mine are
removed? Why just me? eBay is an extremely large marketplace, and it
requires a lot of effort to ensure prohibited listings are removed. We try to find other items
constantly, but there are a large volume listed on the site. Please know we are doing our best to
send a consistent message to our sellers and remove listings that are not permitted. Please be
confident that we are addressing these situations. You can help by reporting any
items you find to be in violation of our policies. While there may be similar listings
that have been or are currently listed, this doesn't mean they're acceptable. Even if
you feel your item shouldn't have been removed, you shouldn't relist it. However, if you feel
this was an error, you can always appeal. Continuing to list an item that has been
removed could result in suspension. In some cases, you may even be subject to legal
action. How can I report other listings I feel violate eBay policy?
If you see a listing you feel may be prohibited, be sure to report it to
us. Internal Information For more, see information about
Report a listing. If your listing is removed,
do you get your fees back? If a listing is removed because it didn't
follow our policies, we may or may not credit the fees . It depends on which policy wasn't followed,
and your history with following our policies. If we refund your fees, all fees related
to the removed listing will automatically be credited to your account within one billing cycle.
Inf and VeRO fees: We credit your insertion fees.
LP and PI insertion fee: First offense: We

understand you may not have been aware of the policy, so we've given you a one-time credit for your insertion fees as a courtesy. Be aware that if additional listings are removed, you may not get your fees back.

Repeat offense: We credited your insertion fees the first time this policy was violated, and let you know at the time that your fees wouldn't be refunded if future listings didn't follow our policy.

LP and PI and VeRO final value fee:

Buyer paid: Because the item sold before we became aware of the policy issue on the listing, we will not be crediting the final value fees.

Buyer didn't pay:

Batch process hasn't run: I understand that your buyer hasn't paid for the item yet. As a courtesy, I'll go ahead and submit a credit for your final value fees. You should see it reflected on your account within a week. If you don't, please let us know.

Batch process missed crediting eligible FVF: I understand your buyer hasn't paid for the item yet. Let me see if I can help you with your final value fees.

If your listing was removed because it didn't have any sales in a year or more, then your insertion fees will be credited for the last listing renewal period.

Internal Information

Crediting policy can be identified in MAC notes.

You can also see individual item fees/credits on the Account Activity tab of the Item Detail view in AD.

Eligible PI FVFs are automatically credited the Wednesday after the PI action in a batch process.

See https://cskb.qa.ebay.com/csksbapp/art?page_content&id=GUIDE1070&ViewLocale=en_US#how for more information.

Can you send me a copy of my removed listing?

When we hide a listing, the item will appear in your Active Listings section of My eBay or Seller Hub. You can edit the item to follow policy, making the listing visible to shoppers again rather than having to re-create it. If your listing has been hidden, you should receive an email that tells what listings are hidden and what needs to be changed in the listings.

We're unable to provide copies of listings that were removed rather than hidden. You're welcome to create a new listing for your item so long as you follow the

listing policy guidelines.

- VeRO: We are unable to provide copies of items removed for VeRO at any time.
- Can I appeal this removal?

VeRO: We will review VeRO appeals, but for most VeRO removals you will need to contact the Rights Owner directly at the email address provided in the email we sent you when your listing was removed.

If the email you received when the listing was removed contains an appeal link, you can click on that link to start an appeal.

We can review the listing now to verify if it was removed correctly. If so, we won't be able to appeal this decision.

In some cases, enough information may not have been provided to determine if it was a permissible item. In such cases, there are still no appeals, but if you make the necessary changes, you may be allowed to list the item again.

What other consequences did I get? Will this affect my account?

Depending on the violation, any of the following may occur:

- Demotion in search
- Selling restriction
- Category block (See the [a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1469"](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1469)Trust & Safety issues directory for more information on the appeal options for these blocks.)
- Internal Information
- Check MAC notes and read Details section to help determine the most appropriate answer.

Policy compliance affects my search ranking?

Sellers need to ensure compliance with listing policies to rank well.

Avoid [a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1249"](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1249)duplicate listings (see Summary for the other policy that addresses duplicate listings).

Provide [a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1253"](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1253)accurate information.

Don't [a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1291"](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1291)spam keywords.

Don't attempt to manipulate search (see Summary

of Other Search and Browse Manipulation >policy for the list of other policies that address search manipulation). Internal Information Check MAC notes for any listing violations to help determine the most appropriate answer. Talking points for category blocks Our decision is based on concerns that some or all of your listings in this category appear to violate eBay policy, or a rights owner's trademark or copyright. You are responsible for the quality and authenticity of the products that you offer on eBay. It's against eBay policy to list any counterfeit items. Remember not to list the removed infringing items in another category or on another eBay account, as this could lead to further restrictions on your account. You are still allowed to list other authentic items in relevant categories. Internal Information Check MAC notes and refer to the Trust & Safety issues directory for additional information on blocks and appeal options. How long will this violation remain on my account? We don't have a defined timeline for any given policy. If we notice the same violations happening multiple times, we may consider additional action up to and including possible suspension. Can I relist the item? If the listing has been hidden, we advise that you edit the item to follow policy rather than re-creating it. This will make the listing visible to shoppers. You will receive an email that tells what listings are hidden and what needs to be changed in the listings. We advise that you avoid relisting any item that is not allowed under our policies, as you may incur additional violations. If your listing was removed because it hasn't had any sales in a year or more, we recommend that you don't relist it unless you take steps to improve the likelihood of it selling. You may need to review your pricing strategies and best practices

for listings;, or consider whether some inventory needs to be removed from eBay if it won't sell. Why can I relist some items that were removed but not others? The email you received when your item was removed will explain whether your item is relistable. In some cases, you can revise your listing to get it into compliance with eBay's policies. In other situations, the item cannot be listed and there is no revision that can allow it to be sold in our marketplace. What do I have to fix to relist? If you're allowed to relist the item after editing the listing, the specifics were highlighted in the email you received when we removed the item. Otherwise, you shouldn't list this item again to prevent further consequences. Internal Information Check MAC notes for details. The list includes links to the Help page and to information specific to each eBay policy. How can I tell if my item is authentic? If you think there's a good chance it is authentic, based on its source, you may want to consult with the manufacturer, an authorized retailer, or a professional appraiser to find out for sure. Internal Information Check MAC notes for details or the Help pages for additional information that is specific to the policy. How do I change my item? Internal Information For instructions, refer to information about relisting an item manually using the relist option. Where is this policy? How do I learn more about it? Internal Information Check MAC notes for details or Help pages. Sometimes, the specific item that was removed is not listed in the Help pages. We try to provide as much guidance as possible through the Help pages, but cannot address every item, or the Help pages would not be readable. If this is a first-time violation, we simply remove the item from the site and send a warning to educate sellers. Once the seller knows the item is prohibited, they should not relist it. What else happens to my account? Are there additional consequences? Internal Information

See

the

<a

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1070&ViewLocale=en_US#details Details section of this article to review how to find the answer to these questions in MAC notes.

- Is what I did really that bad? Internal Information
- Depending on the policy violation, emphasize that our action protects sellers from consequences like:
 - Lost reputation (especially INF)
 - Lost customers due to misrepresentation concerns (especially INF, but also applies to LP policies with misleading title and picture policies)
 - Monetary loss and lost business due to claims
 - Poor business relationships with other companies (especially INF and LP)
 - Legal concerns (especially INF and PI)
- What if the buyer has already paid for the item?
- The most important thing to do in these situations is communicate with your buyer.
- It is important to keep in mind that the buyer has the option of opening a request from Purchase History in My eBay if the item is not received or not as described.
- If you're unable to provide the item as it was described in your listing, then you may want to consider refunding the buyer's payment.
- If you can provide the item as it was described, then we recommend that you contact your buyer to find out if they still want the item or if they would prefer a refund.
- Is it really supposed to be my responsibility to be aware of restricted items in a specific location?
- Is it not reasonable that Buyers must be more knowledgeable of their shipping policies than Seller?
- It is the sellers responsibility because they are the one in possession of and shipping the item.
- The buyer also bears some responsibility. In certain cases, we take steps to block buyers from viewing/purchasing items where we know the item is prohibited.
- Because eBay is not the buyer or seller, we are not responsible for knowing all the regulations associated with a certain item.
- The responsibility falls to both the seller and buyer. Sellers cant claim that they dont know the laws. Its their product, so its their responsibility.
- Why were all my listings removed? Internal Information
- If not listing specific, see

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1014"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1014)>Account Restriction for further details. Duplicate vs. Unproductive listing removals Internal Information Both duplicate listings and unproductive listings clutter the site and make it difficult for buyers to find what they are looking for. The difference is that unproductive listings are those that have not had any sales in a year or more, where a duplicate listing is when you have more than one active listing for the same item. </h2><h3>Unproductive listings</h3> I received multiple emails with slightly different messages. For listings that have been on the site for 1 year or more without a sale, insertion fees have been credited for the last renewal. We apologize for any confusion that was cause by the emails received. We will look into the messaging to ensure that clearer information is being provided. Some of the items eBay removed were long tail. It can be difficult to differentiate long-tail inventory from listings that need to be optimized. For long-tail items that we have ended, we recommend that you review the various marketing tools you have access to in order to drive increased buyer awareness. (Social media, eBay Promoted Listings, and eBay Promotions manager are a few of the tools other sellers use to accomplish this.) For non-long-tail items that could sell with the right adjustments, we recommend that sellers revisit their listing strategy, focusing on price, ship cost, and listing description. Is eBay targeting specific categories? While we arent targeting specific categories, we are evaluating buyer interest for any items we remove. </h2>GUIDE.DETAILED_INFORMATION How to read the MAC note A lot of information to help the sellers is located in the MAC note for the item or product that was removed. Every listing or product that was removed should have the following information provided: What? Explanation of policy violation and why their listing or product was removed Why? Explanation of why we have this policy Additional consequences? Explanation of additional consequences attached to

violation The answers to most of these questions are included within the MAC note that is left on the sellers account for any listing or product that was removed.

This note will explain the type of violation and usually have an explanation as to why the item or product was removed (Talking Points). The CSKB article involved with the policy will also be included in most cases. What: The External Documentation explains what the policy violation is. Why: The Talking Points explain why we removed the item or product. Additional consequences: These can be found in the Consequence Package Details. In the example below, the consequences are all closely related to the fact that the item or product was removed. So no additional consequences were applied.

Why not renew Good 'til Canceled listings? Good 'til Canceled listings may not be renewed for any of the following reasons: Doesn't include item-specific information that is required for all listings Missing a Payment option Doesn't include a required Shipping option The Maximum Flat Shipping Rate has been exceeded The count of active listings has exceeded the sites listing limit Bidding for this listing has finished Real Estate listings are not renewed Local listings cannot be renewed. Member Feedback Profile is set to private Local listings with subscription are not renewable Listing is under-performing Zero Insertion Fee media items are not renewed The site or category no longer supports Multi-SKU items for GTC listings Seller's account is on hold, has a restriction, or has reached a listing limit MAC Notes should always be checked to see

why a GTC listing isn't renewed (to check for holds, restrictions, or limits). Unproductive listings:

Why remove listings that haven't had sales in a year or more? Listings that don't sell are unhealthy for the eBay marketplace. They can clutter search results, making it harder for buyers to find what they are looking for, and it can be unfair for other sellers, whose inventory becomes more difficult to find. Hidden listings

The hide functionality hides listings from shoppers if they have been removed for low-risk violations. The seller can edit the items to follow policy, making the listings visible to shoppers again. These items should appear in the Active Listings list of My eBay or Seller Hub for the seller. Previously, well-intentioned sellers were caught in low-severity policy violation situations, causing their listings to be cancelled. Once cancelled, the listings were non-recoverable. If a seller wanted to re-list, the listing had to be re-created manually. The hide feature allows sellers to easily edit their listings rather than having to re-create them. For these policies, the seller will be provided direction in their email as well as visibility within My eBay on what listings are hidden, what needs to be changed to make them compliant, and how to edit them properly so that they can be visible to shoppers again. Once the appropriate changes are made, the listing will be reviewed by eBay. If the revised listing follows policy, visibility for shoppers will be restored; or, if the listing still doesn't follow policy, it will continue to be non-visible on the site. The seller will be encouraged to make those edits; otherwise, it will remain non-visible to shoppers on the site.

</h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

Edit an item If you can edit the item click My eBay at the top of most eBay pages. You may be asked to sign in. Under the My eBay tab at the top right of the page, select Selling. If your item is eligible for relisting, it will appear in your Active Listings section. Select Edit in the drop-down menu next to the item. Make the necessary changes and then submit your listing. If you don't see your item in your Active Listings folder The item isn't eligible to be edited, and, unfortunately, we can't provide you with a

copy. Listing has been removed - General Policy Removal (Not VeRO)
You'll receive a notice from us about the removal. It will contain links to information about
the policy that applies. If you have further questions about why your item was
removed, or if you don't agree with its removal you can speak with a specialist to discuss the matter
further. (See< a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1453">Call Transfer
Guide for CS< Phones). Listing has been removed by Rights
Owner (VeRO) You'll receive a notice from us about the removal. It will contain the
Rights Owner's name and email address. There will be links provided to the related eBay policy that
corresponds to the Rights Owner's concerns. Because this item was removed by
one of our Verified Rights Owners, you can send an email to the rights owner at the email address
stated in the email notice you received. The Rights Owner should provide you with more information
regarding the removal of your item. If you have further questions about why your
item was removed, or if you don't agree with its removal you can speak with a specialist to discuss
the matter further. (See< a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1453">Call Transfer
Guide for CS< Phones).

</h2></h2>GUIDE.SUMMARY Use this article to help sellers who have questions about
why eBay ended their listing. Note: For the buyer side of this issue, please see < a
href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1100"

target="_blank">Listing / item ended or removed - Buyer. This article covers
General listing and product policy questions List Practices
(LP)< consequences Prohibited Items (PI)< consequences
Verified Rights Owner (VeRO) consequences Infringement
(INF)< general< consequences< Workflow for assisting a seller
who asks why a listing or product is removed Information for when eBay does not

renew Good 'til Canceled (GTC) listings Internal Information This article addresses the questions that sellers ask most often about listing removals. If you need more information about the issue or policy related to a listing removal (beyond what is in this article), you should refer to the related articles which are linked in the Talking Points section below. </h2>