

GUIDE.SUMMARY What The Global Shipping Program (GSP) is an intermediated shipping program. It allows sellers to reach international buyers without taking on the added complexity of shipping internationally. If there's a return request or INR opened on an item that was shipped through GSP, the adjudication of cases may be different than the standard eMBG policy. This article describes those differences and other policy information important to GSP.

Internal Information There are other international shipping options offered by eBay not to be confused with the Global Shipping Program: e.g. International Freight Forwarding (IFF is available for .com listings

for CN & MX buyers) For more details on IFF see https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1010&viewlocale=en_US International shipping - customs, duties, Value Added Taxes (VAT) (US only) This article includes

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1620&ViewLocale=en_US#section1.1 1.1 GSP 1.2 GSP events, definitions, & descriptions

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1620&ViewLocale=en_US#section1.3 1.3 GSP timelines 1.4 GSP INR use cases 1.5 GSP returns use cases

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1620&ViewLocale=en_US#section1.5

en_US#section1.6">1.6 GSP appeal use cases
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1620&ViewLocale=en_US#section1.8">1.7 GSP courtesy refunds
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1620&ViewLocale=en_US#section1.9">1.8 GSP proofs About the use case tables
 Each case detail is presented with valid case outcome options (seller fault, buyer fault, eBay Make it Right, etc.) If a case outcome option isn't listed for the case detail, then that option does not apply
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