

Jewelry policy

Jewelry can be an important purchase for many buyers, so it's important to describe items clearly and list them correctly to help buyers find exactly what they want and to be happy with the item they receive.

This policy covers how to list jewelry and how to deliver a great buying experience.

Rules for metals

- If your item is made from plated, flashed or filled metals, you will need to clearly state this in the title, item specifics and item description, such as "gold-plated silver"
- Platinum, gold, and silver items must meet applicable laws for stamping:
- Gold stamps: 10k, 14k, 18k, 22k, 24k
- Silver stamps: Sterling Silver, .925, .999
- Platinum stamps: Plat, Pt, 950Plat, 900Pt

Rules for gemstones

Gemstones must clearly describe the creation method or treatment in the title, item specifics and item description, and follow all the guidelines below.

Natural gems

- If your gem is natural, you may include the gemstone name in the title and item specifics

Treated gems

If you are listing a natural gemstone that has been treated (for example, it has been dyed to enhance the color), you are required to:

- Specify clearly in the title that the gem is treated
- Select the treatment type in the item specifics
- Include the following treatment details in the description:
- Treatment type
- Disclose that the treatment is not permanent and loses its effect over time
- Disclose that the treatment has a significant effect on the gemstone's value
- Describe any special care requirements for the gemstone to retain the benefits

Lab-created gems

If you are listing a lab-created gemstone, you are required to:

- Specify clearly in the title that the gem

is "lab-created" using only these words immediately preceding the gemstone name (such as "lab-created diamond")Do not use other similar terms, such as "man-made"Select "lab-created" in the item specificsYou may only include the gemstone name (for example, "ruby") in the listing if your lab-created gemstone has the same mineral composition as the natural gemstone</h3>Simulated gems</h3>If you are listing a simulated gemstone, you are required to:Include the name or brand of the material (such as cubic zirconia) in the titleState that the gem is simulated in item specifics and descriptionIf you include the name of the gemstone that your gem is meant to simulate, you must also include the word "simulated" immediately preceding the gemstone name (such as "simulated diamond"). This is true for the title, item specifics and descriptionA diamond is a mineral consisting essentially of pure carbon, crystallized in the isometric system with a hardness of 10, specific gravity of approximately 3.52 and refractive index of 2.42. If your gemstone does not meet this definition, do not list your item as a diamond. If the mineral composition of the gemstone is different from the natural gemstone, you must clearly describe the actual material the gemstone is made of in the item specifics and description, such as cubic zirconia, glass, rhinestone, etc.</h3>Unknown gem type, treatment or grade</h3>If you do not know if the gemstone has been enhanced or treated, or if it is lab-created or simulated, or the grade of the gem, you should consider having it certified. All unknown gemstones should be listed in the Fashion Jewelry category and you should not make any claims that are not fully known.</h3>Other rules for diamonds</h3>If the stone is not an actual diamond, the term "diamond" cannot be included in the listing. Instead, the material used, such as moissanite, cubic zirconia, glass, etc, should be stated.We do not allow diamonds, other gemstones and metals that are sourced from countries with civil conflict or that do not comply with the Kimberley Process Certification Scheme (KPCS). When listing jewelry on eBay, you agree that any item you are listing is not associated with civil conflict, terrorism, or other criminal

activity and complies with the KPCS. All rough diamonds must be listed in the Loose Diamonds category with Stone Form of Rough and must comply with the Kimberley Process Certification Scheme (KPCS). All listings and products for rough diamonds on eBay must state that the seller complies with the Kimberley Process and that the diamond is accompanied by a Kimberley Process certificate.

What is considered Fine Jewelry?

Fine jewelry is composed primarily of fine materials. To be listed in the Fine Jewelry category, both the metal and main stone must be made from fine materials. Secondary stones can include either fine or fashion materials.

Fine metals

- Gold that is 10 karats or higher, including rose, green, chocolate or white gold
- Silver and sterling silver that is .925 or higher
- Platinum and other platinum-group metals that are .850 or above

Gold, silver and platinum are considered fine if they are a solid metal or if they have been plated with gold, silver, platinum, palladium, or other platinum-group metals

Fine gemstones

Alexandrite, almandine-garnet, amber, amethyst, ametrine, ammolite, andalusite, aquamarine, beryl, black diamond, black opal, blue diamond, blue opal, blue sapphire, blue topaz, blue zircon, boulder opal, brown diamond, cats eye, champagne diamond, chrome diopside, chrysoberyl, chrysoprase, citrine, corundum, demantoid garnet, diamond, emerald, fire opal, garnet, golden topaz, green garnet, green quartz, green sapphire, green tourmaline, grossular garnet, heliodor, hessonite, hiddenite, honey amber, imperial topaz, indicolite, indicolite tourmaline, iolite, jade, jadeite, jet, kunzite, kyanite, labradorite, lapis lazuli, lemon quartz, London blue topaz, madeira citrine, malachite, mandarin garnet, mint tourmaline, moissanite, moldavite, moonstone, morganite, opal, padparadscha, paraiba, Paraiba tourmaline, peridot, pink diamond, pink quartz, pink sapphire, pink topaz, pink tourmaline, prasiolite quartz, purple jade, purple spinel, pyrope garnet, quartz, red diamond, rhodolite garnet, rose quartz, rubelite, rubellite tourmaline, ruby, sapphire, smoky quartz, spessartite garnet, sphene, yellow topaz, white sapphire

What is considered Fashion Jewelry?

If the item does not meet the criteria above to be considered fine jewelry, the item should be listed in the

Fashion Jewelry category.<h3>Fashion metals</h3>If the base metal is not gold, silver or a platinum group metal, the jewelry is considered fashion, even if the metal is plated with gold, silver or platinum group metal.<h3>Fashion gemstones</h3>Simulated gemstones are considered fashion jewelryThe following are considered fashion jewelry: Agate, amazonite, amblygonite, apatite, aventurine, azurite, bloodstone, blue amber, blue chalcedony, brazanite, butterscotch amber, calcite, caribbean amber, carnelian, celestite, chalcedony, charoite, cherry amber, cinnabar, cubic zirconia, danburite, diaspore, diopside, drusy quartz, dumortierite, dyed howlite, fluorite, fuschite, gaspeite, goldstone, goshenite, green amber, green chalcedony, green gold, hauyne, hematite, hermatine, hickoryite, howlite, iron pyrite, jasper, larimar, lavender chalcedony, magnesite, marcasite, medusa quartz, multi-color amber, mystic topaz, obsidian, onyx, orange chalcedony, ouro verde quartz, petalite, pezzottaite, pink chalcedony, prehnite, quartzite, quartzose, rhodochrosite, rhodonite, rutilated quartz, sardonyx, scapolite, sea blue chalcedony, serpentine, shanseres, simulated alexandrite, simulated amethyst, simulated aquamarine, simulated blue sapphire, simulated emerald, simulated garnet, simulated opal, simulated padparadscha, simulated peridot, simulated pink sapphire, simulated quartz, simulated ruby, simulated sapphire, simulated topaz, simulated white sapphire, simulated yellow sapphire, sodalite, sphalerite, stabilized turquoise, strontium titanate, sunstone feldspar, swedish slag, synthetic turquoise, tashmarine diopside, white topaz, yellow scapolite, yttrium aluminium garnet, zandrite<h2

id="section5">Jewelry selling practices</h2>Setting clear buyer expectations and then meeting or exceeding them is a great way to make your buyer happy and ensure a smooth transaction.Provide accurate and consistent details about your items and make every effort to provide excellent customer service from start to finish, including following the guidelines from our Sellin

g practices policy:Describe items accurately and use clear photos that accurately show the itemDescribe any flaws or defects and show them in the photosBe clear about the location your item will ship from or where returns will be processedShip items on timeAdhere to our< a href="https://www.ebay.com/help/policies/feedback-policies/feedback-policies?id=4208">feedback< a href="https://www.ebay.com/help/selling/selling-seller-performance/seller-performance-defect-removal-policy?id=4352">feedback removal policiesCancel orders and refund buyers with appropriate reasonsRespond to eBay Money Back Guarantee claims and any external disputesMeet expectations in< a href="https://www.ebay.com/help/selling/selling/seller-levels-performance-standards?id=4080">seller standards< a href="https://www.ebay.com/help/policies/selling-policies/seller-performance-policy/service-metrics-policy?id=4769">service metricsCommon issues sellers should consider:Ensure accurate sizes for rings, diamonds, and other jewelsMeasure chain length accurately for necklaces and braceletsClearly disclose any issues with the item (e.g. broken clasp, exact item may vary, etc.)If the buyer receives the wrong item, or the item was not as described, they are entitled to return it for a refund, even if the seller doesn't offer returns. For more information, please refer to the< a href="https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guarantee-policy?id=4210">eBay Money Back Guarantee policy.</h3><h3>Loose beads</h3><h3>Loose beads can only be listed in the Loose Beads category.</h3><h3>Niihau shell jewelry</h3><h3>The state of Hawaii regulates the sale and advertisement of jewelry made from the rare shells that come from the Hawaiian island of Niihau. If you'd like to sell an item made from these shells, be sure to follow these guidelines:You can use the word

"Niihau" or any variation of it, such as "Ni'ihau" or "Niihaun," as long as you can certify in your listing and product that the item was made in Hawaii with 100 percent genuine Niihau shells. If you use those words, make sure you comply with Hawaiian law, specifically

http://www.capitol.hawaii.gov/hrscurrent/Vol11_Ch0476-0490/HRS0486/HRS_0486-0118_0005.htm Hawaii Revised Statute § 486-118.5 - opens in new window or tab

To describe that a piece has Niihau shells, it has to consist of at least 80% Niihau shells and be made in Hawaii. In your listing and product, you need to specify the exact percentage of Niihau shells that actually came from the island of Niihau, its waters, or its beaches

Activity on eBay is required to follow this policy, the eBay User Agreement and all applicable laws, as well as respect the rights of third parties. If it doesn't, eBay may take action consistent with applicable laws and the eBay User Agreement, and may even be legally required to do so. Such actions may include, as an example only: Removing the listing or other content, issuing a warning, restricting activity or account suspension.

Visit </sellerhelp/policy> Seller Help - opens in new window or tab to find details of any policy issues with your account or listings, and get the information you need to quickly resolve them.

Why does eBay have this policy?

The sale of jewelry is heavily regulated. Our policy helps ensure both buyers and sellers understand their responsibilities and are protected in these transactions.

eBay jewelry policy, gemstones, gems, gem, diamond, niihau, gold, silver, platinum