

## eMBG and Authenticity Guarantee

**GUIDE.SUMMARY** What Authenticity Guarantee (AG) purchases are covered by eBay Money Back Guarantee (eMBG) once the transaction meets all eligibility criteria

- Adjudication of INR and return cases in Authenticity Guarantee transactions requires consideration of the role of the authenticator
- Some items may not be returned on the basis that the item doesn't match the description

Where

- The Authenticity Guarantee program is available for eligible items in the US, CA, UK, AU and DE
- The program operates for watches, sneakers, handbags, trading cards and jewelry, subject to eligibility requirements
- Optional authentication is covered by the

<http://cskb.vip.ebay.com/https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1520> standard eMBG policy

- More on AG

See

<https://cskb.vip.ebay.com/https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1730> GUIDE1730 for

- Talking points and detailed information on the Authenticity Guarantee program
- Talking points and detailed information for each vertical in the program
- About the use case tables

- Each case detail is presented with valid case outcome options (e.g. seller fault, buyer fault, eMIR)
- If a case outcome option isn't listed for the case detail, then that option does not apply

Note: Throughout the policy, wherever a monetary value is indicated, it refers to the currency that is used on the site where the transaction was completed

This article includes In Detailed Information

[https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1800&ViewLocale=en\\_US#member](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1800&ViewLocale=en_US#member) Member experience

- In the Enforcement Criteria

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Section and policy	Topics and use cases (in gray)	1.0 Eligibility	1.1
<a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section1.1">https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section1.1</a>	Eligibility		
2.0 Timeframes	2.1		
<a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section2.1">https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section2.1</a>	Timeframes		
3.0 Item Not Received (INR)	3.1		
<a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section3.1">https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section3.1</a>	INR use cases		
4.0 Returns	4.1		
<a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section4.2">https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section4.2</a>	Returns use cases		
5.0 Appeals	5.2		
<a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section5.2">https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section5.2</a>	Appeals use cases		
6.0 Valid proofs	6.1		
<a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section6.1">https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section6.1</a>	Valid proofs		
Courtesy Refunds	7.1		
<a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section7.1">https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1800&amp;ViewLocale=en_US#section7.1</a>	Definitions		
	8.0		

Other programs

The eBay vault orders

Country abbreviations

- US = United States of America
- CA = Canada
- UK = United Kingdom
- DE = Germany
- AU = Australia

## GUIDE.RELATED\_LINKS

Help pages:

- Authenticity Guarantee

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

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

Related articles

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

eBay Money Back Guarantee Policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1730>

Authenticity Guarantee

## GUIDE.DETAILED\_INFORMATION

Member experience

- Seller lists an item using item specifics. If the item specifics meets the eligibility requirements for Authenticity Guarantee, the item will automatically show as AG eligible
- The item will show the Authenticity Guarantee blue checkmark
- When a buyer purchases an AG item, we will have the seller ship the item to the authenticator (the authenticator address will be passed to the seller automatically)
- The authenticator will determine if the item is authentic
- If so, they will send it to the buyer
- If not, they will return the item to the seller