

Repeat violator (Internal policy name only)

GUIDE.SUMMARY What is a repeat violator? Internal information

- This guide applies to all Prohibited, Restricted and Counterfeit item policies (PRCi), but does not apply to List Practices policies.
- Sellers who continually don't follow the same policy and have not taken steps to comply should be evaluated under the repeat violator https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1771&ViewLocale=en_US#criteria unless they have appealed the previous violations with a valid reason.
- The seller may have legitimate reasons to have multiple violations, and the context for the violations should be considered when deciding whether to take a stronger action.

 Objectives Internal information Use the criteria in this article to do the following:

- Decide whether the number of violations the seller has is reasonable given the size and nature of their business.
- If they have too many violations, decide whether a seller is trying to follow our policies, but has encountered challenges and needs more help or if they are knowingly not following or they will continue to unless we take a stronger action.
- When a seller has more violations than is reasonable and has not been actively working to comply, then action should be taken on them under the repeat violator policy. Use the action criteria to decide which action to take.

 Why we have this policy Compliance with eBay policy is necessary to protect the seller and eBay from legal risks.

GUIDE.TALKING_POINTS Why was my account suspended? Repeatedly listing prohibited items:

- eBay's prohibited items policy is in place to comply with the law and to protect you and eBay. When you register for eBay, you agree to follow the user agreement, including agreeing to follow all policies on eBay.
- When you don't follow an eBay policy, we communicate to you about the policy and what steps you need to take to comply. You received several warnings, which advised you that your account could be restricted from selling. Because, after these repeated warnings, you did not comply with the policy, we had to restrict your account to protect you and the eBay marketplace.

Repeatedly listing counterfeit items: eBay's counterfeit items policy is in place to comply with the law and to protect you and eBay. When you register for eBay, you agree to follow the user agreement, including agreeing to follow all policies on eBay. When you don't follow an eBay policy, we communicate to you about the policy and what steps you need to take to comply. You received several warnings, which advised you that your account could be restricted from selling. Because after these repeated warnings, you did not comply with the policy, we had to restrict your account to protect you and the eBay marketplace. Can I appeal a suspension or consequences placed on my account? Suspensions and other consequences for are appealable. Internal information See appeals section. Can I open a new account after suspension for repeat violations? No, we do not allow suspended users to open new accounts. Internal Information If appropriate, the seller should appeal their original violation. </h2>