

BEPP - Business Equipment Purchase Protection

GUIDE.SUMMARY What eBay Business helps protect buyers against fraud and material misrepresentation through its Business Equipment Purchase Protection program. How Your capital equipment is protected for the amount you paid or up to \$200,000, whichever is lower.

- This program is free on all eligible capital equipment transactions completed on the eBay with a purchase price of at least \$1,000

Talking points on BEPP Detailed information on what's covered and not covered Buyer claim workflow

GUIDE.RELATED_LINKS

Help pages:

- Business Equipment Purchase Protection

<https://www.ebay.com/help/buying/paying-items/ebay-business-equipment-purchase-protection?id=4637>

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GUIDE.TALKING_POINTS Which items are eligible? To be eligible, an item has to be purchased on eBay in one of the following capital equipment categories:

- Heavy Equipment Parts & Attachments
- Heavy Equipment
- Printing & Graphic Arts
- Commercial Printing Presses
- Restaurant & Food Service
- Food Trucks, Trailers & Carts
- Food Trucks & Concession Trailers

Who provides the coverage?

- Claims filed with the Business Equipment Purchase Protection program are investigated and handled by a third-party claims adjuster.
- This third-party provider has been in business since 1953, offering insurance programs specifically for the auction industry.

- (For buyers) If you are given instructions to file through the Business Equipment Purchase Protection Program, after your reimbursement request has been filed, the investigator assigned to your purchase will contact you with their direct email address and phone number. This will be the best way to follow up on your

reimbursement request. (For sellers) If you receive notice that a reimbursement request has been received through our Business Equipment Purchase Protection Program for one of your previous listings, the third party administrators of that program will assign an investigator to that reimbursement request and will contact you with their direct email address and phone number. This will be the best way to check on the status and offer information about the purchase from your perspective.

Buyer questions

How long do I have to submit a claim? As soon as you notice a problem, contact the seller. Direct communication will often resolve issues. If you and the seller are unable to come to an agreement, you can file a claim. Claims have to be received within 45 days from the listing end date, though not earlier than 3 days after you receive the item. Exceptions to this rule are claims that involve undisclosed liens on the item or a stolen item -- you have up to 6 months from the end of the listing to file a claim.

Why did I only have 45 days from the end of the listing to contact you for reimbursement? Unfortunately, our Business Equipment Purchase Protection program does not act as a warranty; it only covers the time of the purchase. We feel that 45 days is a reasonable amount of time for a buyer to realize there is a problem with the purchase. It is uncommon to find a store, retailer, credit card company, etc. that will give buyers longer than that to decide they're unsatisfied. Also, after 45 days it's hard to be completely sure that the vehicle was damaged before the purchase or shipment. Because of this we've decided that 45 days is the best amount of time to ensure fairness for both buyers and sellers.

Why is my concern for undisclosed damage not eligible for equipment with a model year 20 years or older or the age is not identified? We want our Business Equipment Purchase Protection (BEPP) program to be competitive with other similar purchase protection options. We've found that it is very common in this industry to offer protection for up to 20 years on new equipment, so that is our policy. We still offer reimbursement in cases when buyers don't receive their purchased equipment, if they receive a

different equipment model or type, and in other cases. This reimbursement exceeds almost all other industry warranties.

Why is undisclosed damage only eligible for parts that affect the function of my equipment?

We want our Business Equipment Purchase Protection (BEPP) program to be competitive with other similar purchase protection options.

We've found that it is very common in this industry to offer reimbursement only for specific parts or types of damage, so that is our policy.

We'll offer reimbursement for damage only that affects the operation of the equipment that exceeds \$1,500.00 to repair.

Why can't I file more than two reimbursement requests in 180 days?

eBay offers a number of programs to protect our buyers and ensure safe purchases through our site - our Business Equipment Purchase Protection program is just one of these.

Steps we take to prevent transaction issues include: encouraging communication between buyers and sellers; providing education about possible warning signs of a bad transaction; and allowing opportunities to inspect the equipment or ask specific questions about its condition.

When all of these measures are not enough to ensure a satisfactory transaction, we want our buyers to learn how to better protect themselves and make their future purchases more positive for both themselves and their sellers. Because of this we've limited how often a buyer can file through the BEPP program.

Why isn't my deposit eligible if the seller listed that it was non-refundable?

In a number of U.S. states, the state agency that oversees vehicle sales (eg, DMV or DOT) will protect the seller's right to keep a non-refundable deposit if the buyer doesn't follow through.

eBay can't force a seller to abide by rules that may not be required by their state, or may actually be against their state guidelines! So we are unable to force them to return non-refundable deposits.

Why isn't this program available for purchases outside of the U.S.?

The sale of business equipment is heavily regulated around the world, and many states and countries have their own laws about it.

Our BEPP program is tailored specifically to vehicle purchase and transfer laws within the U.S. and Canada.

Even if payment was sent to or from

a bank outside these areas, that falls under international laws and we cannot cover the transaction.

- Why aren't all Business & Industrial categories eligible?

- There are not always standard resources for equipment that's highly specialized or has limited uses. This makes it much harder to determine fair purchase price, repair costs, and so on, so we were not able to offer reimbursement for some of these vehicle categories.

Why am I not eligible if I repaired or returned the equipment?

- Our Business Equipment Purchase Protection (BEPP) program is meant to protect the purchase itself - essentially, to ensure that buyers know what they're buying and sellers are honest about what they're selling.
- BEPP covers things like damage to the equipment that the seller did not originally disclose to the buyer. We can compare the seller's description of the equipment with an assessment from a repair shop to find out if this has occurred.
- If the buyer alters the condition of the equipment or returns it to the seller, we can't prove that it was not as the seller first described, so we can no longer offer reimbursement for the transaction.

Why isn't my purchase eligible (completed outside eBay)?

- eBay takes a lot of pride in offering our buyers protection options that are among the best in our business, but as you can imagine, our protection programs require us to be completely sure what has occurred.
- We have systems in place to prove that buyers deserve reimbursement. If purchases are made outside of our site, these systems can't be used, and we can't offer reimbursement.
- If a seller ever says that eBay will protect you for a purchase made off our site, that's a lie. Please don't complete the purchase if that happens.

Why isn't my concern eligible for a purchase below \$1,000.00?

- While eBay has offered our eBay Money Back Guarantee program for purchases that usually have a lower purchase price, our Business Equipment Purchase Protection (BEPP) program is meant to offer buyer options specifically for higher-dollar purchases.
- To better protect those higher-dollar purchases, we have identified that only purchases of more than \$1,000 can be considered for reimbursement under this program.

Why isn't my concern eligible for not

receiving the title? Unlike most vehicles, the types of items that are listed in our Business & Industrial categories may not specifically require that the owner have a title. For instance, a number of the categories eligible for our Business Equipment Purchase Protection (BEPP) program are for manufacturing, food preparation, and printing press equipment that isn't street legal. Some of these categories have equipment that may require licenses to operate (e.g., forklift operator licenses), but this is not true of all items in these categories. For these reasons, eBay has decided that offering reimbursement for not receiving a title is not as helpful to our buyers as it may be for buying street-legal vehicles. By submitting a report through webform, will this be considered as the start of the claim process? Yes - Once you've submitted your report, your claim will be handled by a third-party program administrator. Note: If the initial email or phone contact from the buyer is received within the appropriate deadline for their type of complaint (generally 30/45 days from the auction end), we can review for possible exceptional circumstances to allow the buyer some additional time to file. How do I request for the email with the claim form if I've already tried working things out with my seller? If you've already tried working things out with your seller, we can pass along your information to our Trust & Safety team for an initial review of your eligibility. Usually within 72 hours, they'll get back to you with more information. If you're eligible to file a claim, our Trust & Safety team will provide all the information you need to get started. Just so you know - we're working to have a webform that you can use via our Help pages for the Business Equipment Purchase Protection Program. Once that is available, you'll be able to email the appropriate team directly. Until that webform is in place, though, we need to give your information to our Trust & Safety team on your

behalf. What payment methods are eligible for reimbursement? <ul type="disc"> All payment methods can be considered for reimbursement. During the course of handling a reimbursement request, you will need to be able to provide proof or verification that payment was sent to your seller.

<h2>GUIDE.DETAILED_INFORMATION What's covered

The following types of fraud and material misrepresentation are covered: Paying for an eligible item and never receiving it. Sending a deposit for an eligible item and never receiving it. Paying for and receiving an eligible item that the buyer can't legally own because: It's stolen property It's subject to an undisclosed or unknown lien Paying for and receiving an eligible item that's a different type, make, or model than what was described in the seller's listing, as long as the amount of devaluation to the item (due to the misrepresentation) exceeds \$1,500. Paying for and receiving an eligible item with undisclosed damage, as long as the cost of necessary repairs exceeds \$1,500 and the item was advertised as being less than 20 years old.. The program covers only defects and damages that prevent the equipment from functioning -- not cosmetic defects or damages, or those that aren't critical to its operation. What's not covered Regular maintenance. Any damage on an item that is not advertised or described as being newer than 20 years old. If the model year is not specified in the eBay listing, then the item isn't eligible for any undisclosed damage. Normal wear and tear, such as rust, dents, scratches, or cosmetic damages that don't impair the item's ability to operate. Sending a non-refundable deposit for an item and not receiving the item or a refund, because the buyer chooses to not complete the transaction or to not pay the remaining balance for any reason. Any damage or defect that was explained to or noticed by the buyer prior to purchase, or that could have been noticed upon reasonable inspection if the buyer picked up the item in person. Items not listed on eBay Business in one of the

capital equipment categories.

- Items with a purchase price of less than \$1000.
- Items damaged or lost in shipping.
- Inspection costs, warranty fees, and other related expenses.
- Buyer's remorse.
- Any repairs or alterations made to the item after the auction end date, which weren't authorized by the third-party provider of the Business Equipment Purchase Protection program.

Coverage limits

- Your capital equipment purchase is protected for up to \$200,000 or the equipment purchase price, whichever is lower.
- This program is free on all eligible capital equipment transactions completed on the eBay Business site with a final price of at least \$1,000.
- The program will cover only up to the devaluation or repair amount of the item or the winning bid amount, whichever is lower, plus shipping expenses for up to \$800 and deposits, if applicable. With shipping, you'll need to provide an invoice from a licensed transport or shipping company.
- In cases of undisclosed damage, the damage amount will be based on the lowest repair estimate from one of the authorized service facilities that have been approved by the program's third-party provider.
- In the event of type, make, or model misrepresentation, the item's devaluation amount will be determined by the difference between the eBay purchase price and the price established by a value guidebook designated by the third-party provider.
- On any covered claim, the third-party provider has the option to reimburse the lesser of the purchase price less the deductible or the coverage maximum (\$200,000) and take possession of the item rather than paying the devaluation or repair amount. If you refuse this offer, the third-party provider may offer you a cash settlement of a discounted percentage of the purchase price.
- The final price of your item must have been more than \$1,000.
- Stolen items are subject to an additional 1% per month depreciation rate until the time the claim is filed.

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