

Defect and feedback policy - Removal and appeal of defects, late shipment, and feedback

GUIDE.SUMMARY Internal Information What To determine whether or not to remove a

late shipment, defect, or feedback, follow the workflow below:

| | |
|---------------------------|----------------|
| Order of removal workflow | Tool/Resources |
|---------------------------|----------------|

1. Determine whether the defect or feedback has gone through Seller Help. If it hasn't, direct the member to Seller Help and close out the contact. If it has, review for an error.

- Agent Desktop:
- Mac Notes
- Recent SRs
- Outbound messages from eBay

Step 2. https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1118&ViewLocale=en_US#investigation

Investigate and determine the cause of the late shipment, defect, or feedback.

- Agent Desktop:
- Timeline View
- Guided Judgment
- Return summary
- Mac notes

http://www.sps.ebay.com/sd/reports/defect?programs=US&evalType=ESTIMATED_FUTURE

Seller Dashboard View defects and late shipments

Step 3. https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1118&ViewLocale=en_US#compare

Compare the details of the seller's appeal with the results of your investigation.

- Agent Desktop:
- Timeline View
- Guided Judgment
- Return summary
- Mac notes

http://www.sps.ebay.com/sd/reports/defect?programs=US&evalType=ESTIMATED_FUTURE

Seller Dashboard View defects and late

[illegible]

target="_blank">Seller standards policy
href="https://www.ebay.com/help/policies/feedback-policies/feedback-extortion-policy?id=4230"
target="_blank">Feedback extortion policy
href="https://www.ebay.com/help/policies/rules-policies-buyers/buying-practices-policy?id=4374"
target="_blank">Abusive buyer policy
href="https://www.ebay.com/help/selling/selling/seller-levels-performance-standards?id=4080"
target="_blank">Seller performance overview

href="https://www.ebay.com/help/policies/global-seller-performance-policy/global-seller-performance-standards?id=4351" target="_blank">Global seller performance standards

href="https://www.ebay.com/help/policies/selling-policies/seller-protections-abuse-policy?id=5008"
target="_blank">Seller protections abuse policy CSKB articles

href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1679"
target="_blank">Guided Judgment for M2M service requests
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1382"
target="_blank">Transaction defect report
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1435"
target="_blank">Seller performance standards
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1299"
target="_blank">Feedback misuse policy
href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1289"
target="_blank">Feedback extortion policy
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=guide1136"
target="_blank">Canceling an order

<https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1745>> Seller Help
2.0
<http://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1366>> Seller Dashboard - seller performance summary<a
<http://cskbapp/art?page=content&id=GUIDE1373>"> Seller Standard appeals - Below Standards (BSTD) and Top Rated Seller (eTRS)<a
<http://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1378>"> Improving seller performance - avoiding defects and late shipments<a
<http://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1360>"> Seller protections and seller protections abuse policy Solutions <a
<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10706>"> Late shipping - delivery miss - appeal granted
</h2></h2> GUIDE.TALKING_POINTS <a
https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1118&ViewLocale=en_US#conciergequestions"> Concierge questions <a
https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1118&ViewLocale=en_US#generalquestions"> General late shipment, defect, or feedback questions <a
https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1118&ViewLocale=en_US#feedbackspecific"> Feedback-specific questions <a
https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1118&ViewLocale=en_US#notremoving"> Late shipment, defect, or feedback not eligible for removal <a
https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1118&ViewLocale=en_US#investigate"> Investigation talking points <a
https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1118&ViewLocale=en_US#difficult"> Difficult request Concierge questions Background: As a Concierge seller, youve been benefiting from courtesy removals for your feedback, defect or late shipment. Wed like to inform you that due to improvements designed to enhance the transparency of our Feedback system, such courtesy will stop on August 30th. Any feedback, defect or late shipment will need to qualify for removal based on our Seller Protection policy & Feedback policies. After this date, any request to remove feedback, defects or late shipment must strictly follow our policies. <hr> Why are you taking the courtesy away? By making this change, we want to support you and help to focus less on the rating you have received and move closer to what the buyer is actually saying about their experience. If used in the right way, feedback can be a great tool to help you identify where your business may have opportunities to be better. It can also help you make changes to enhance future buying experiences. Customers trust Feedback as a means to give them insight into the type of seller you are. To enhance the transparency of our Feedback system, we ended courtesy removals on August 30th. This means that feedback, defect or late shipment will need to qualify for removal based on our Seller Protection policy & Feedback policies. As our highest valued customers, we want to support you as we transition. If you feel that you have received incorrect feedback, I am happy to review it for you. Does this mean that you will not remove any feedback for me? We review and may remove late shipment, defects, or feedback in certain situations, such as: The buyer didn't pay. The late shipment, defect or feedback was caused by a wide-scale outage (such as extreme weather or strike). If eBay takes action against the buyer for violating the Buying Practices policy. After the 30th August 2023, any appeal request related to feedback, defects or late shipment must strictly follow our <a href="https://www.ebay.com/help/policies/selling-policies/seller-protection-policy?id=4345"

target="_blank">Seller Protection policy & <a href="https://www.ebay.com/help/policies/feedback-policies/feedback-policies?id=4208"

target="_blank">Feedback policies,. But let's review the information available to see if we can identify the cause and take steps to prevent similar situations in the future. With this change you are ruining my business, what will eBay do to compensate me? Receiving feedback from your buyers is a standard ecommerce practice that you can use to your business advantage. Its a tool that lets you monitor how well you are doing based on Feedback from your customers. If used correctly, you can identify where your business may have opportunities to be better and make changes to be more streamlined and profitable. What can I do now when you don't remove my feedback? While it doesn't affect your seller performance, we understand that positive Feedback is important to you. If you believe Feedback you received from a buyer isn't accurate or fair, you can try to resolve the situation by replying to the Feedback or requesting a Feedback revision. When a customer looks at a negative/neutral Feedback, they are going to be wondering what happened. They are going to wonder if this means they are going to have a bad experience if they purchase from the seller. Responding to a negative/neutral Feedback shows potential customers how you handle those concerns. A professional response, especially one that reflects a desire to fix the issue, shows potential customers that if they have a problem, they will be able to work with you to get their problem fixed. This can help not only close a sale but prevent a customer from leaving Feedback before they reach out to you, because the expectation has been set that you will work with them. Internal Information For more information please see <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1004"

target="_blank">GUIDE1004 I have been with you guys for years and make you a lot of money, why is this buyer's opinion more important than mine? Feedback is about trust. To create a trusted marketplace, eBay needs to allow buyers to submit their genuine feedback about a transaction, whether positive or negative. Such a process helps future customers to make a more accurate assessment about a seller because the feedback they review is genuine. The

positive feedback may be trusted because eBay will also display negative feedback.

No seller likes to receive negative feedback. However, negative feedback can be beneficial. It allows a seller to understand if a problem exists and if so, how to resolve any issues and prevent them from happening again in the future. As a seller, you can respond directly to the negative feedback, creating a transparent process, and allow the customer to determine whether the negative feedback was justified. Negative feedback presents an opportunity to show buyers how you handle a problem should one arise. Turn the negative into a positive.

What can I do to avoid negative feedback? Setting clear buyer expectations and then meeting or exceeding them is a great way to make your buyer happy and ensure a smooth transaction including:

- Providing accurate and consistent details about your items
- Being clear and specific about the terms and conditions of the sale
- Specifying your handling time and return policy in your listing
- Responding to buyers' questions promptly
- Resolving buyers problems as soon as you can
- Being professional throughout the transaction
- Making sure the item is delivered to the buyer as described in your listing
- Double-checking your inventory to make sure you can fulfill all orders

If you are already doing everything listed above, you have the option to use the [option to request buyers to change their feedback](https://www.ebay.com/help/selling/leaving-feedback-buyers/replying-feedback-received-item-sold?id=4102).

Alternatively you can [reply to feedback](https://www.ebay.com/help/selling/leaving-feedback-buyers/viewing-responding-feedback?id=4103) if buyers do not wish to revise their comments.

[General late shipment, defect or feedback questions](#)

Seller: Why are you not removing my buyers feedback when asked?

Feedback is about trust. Allowing buyers to post their honest opinion of a transaction, even the ones that we disagree with, shows that your Feedback score and ratings are an honest assessment of you as a

seller. Your customers can trust all those positives because you can get negatives. This Feedback is a great opportunity to show your buyers how you handle a problem, so let's look at your options for doing that.

- Any feedback, defect or late shipment appeal needs to qualify for removal based on our

<https://www.ebay.com/help/policies/selling-policies/seller-protections?id=4345>

<https://www.ebay.com/help/policies/feedback-policies/feedback-policies?id=4208>

Feedback policies with no exception made.

Familiarize yourself with eBay's selling practices. Setting clear buyer expectations and then meeting or exceeding them is a great way to make your buyer happy and ensure a smooth transaction.

Make every effort to provide excellent customer service from start to finish.

You can also use the revise option to request buyers to change their feedback or reply to feedback if buyers do not wish to revise their comments.

Buyer: Why was the feedback I left for my seller removed?

I'm sorry to hear you've had this experience.

We understand you left feedback based on your experience and for it to appear to have been removed without any reason can be frustrating and confusing.

Please know that we take your feedback very seriously, and while it may have been removed from that seller profile, we are aware of the experience.

Note that if feedback is removed due to the content violating our policies, any associated content is automatically also removed.

How can I see which transactions are defects or late shipments?

Go to your <http://www.sps.ebay.com/sd/sdrefresh> Seller Dashboard to view details.

Can a late shipment, defect or feedback be removed? We automatically remove any late shipment, defect or feedback from sellers' performance evaluation and Feedback profile when:

- The buyer didn't pay and the order was cancelled using the 'Buyer didn't pay' reason.
- The late shipment, defect or feedback was the

direct result of an eBay site issue or an eBay program error.

- The seller offers free returns and issued a full or partial refund to the buyer through the return on eBay (before eBay was asked to step in).
- We determine that the buyer's activity violates the [buying practices policy](http://pages.ebay.co.uk/help/policies/buying-practices.html).
- eBay instructs you to hold a shipment or takes action to cancel the order.
- A late shipment, defect or feedback is caused by natural disasters or unexpected events (Examples: Wide-scale courier service delays or power outages due to extreme weather.)

Internal Information

Actual events will be detailed in [KB2454 - Seller protections | Natural disasters and unexpected events](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=KB2454) and eBay's [announcement board](https://community.ebay.co.uk/t5/Announcements/bg-p/Announcements)

When can I appeal a late shipment, defect, or feedback?

Appeals need to be made within:

- 90 days of the transaction for late shipment and defects
- 120 days of the transaction for feedback

Internal Information

Note: Removals must follow our

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1118&ViewLocale=en_US#M2MWorkflow guidelines

(Teammate) Late shipment appeals - using a 3rd party site

Internal Information

Teammates should compare acceptance scans from the carrier's website to the member's late shipment report only.

If teammates need to further verify the cleared payment date, only use our approved admin tools via Agent Desktop (outside tool options, such as Billing Tool, do not provide accurate timestamps for these issues).

(Teammate) Late shipment appeals - Transaction has pre-shipment information within the handling time

Internal Information

Information about pre-shipment should be ignored.

Pre-shipment

indicates a courier is aware a new shipping label has been printed.

- Pre-shipment doesn't indicate the item is actually in the mail, so we can't use it.

Buyer opened request by mistake Internal Information

- If a buyer opens a request for the https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1118&ViewLocale=en_US#wrong wrong member, we can remove any late shipment, defect or feedback associated with that mistake.
- In regard to Standards, the seller should work with the buyer in these cases to resolve any issues they may have.

Buyer opened an INR request or said the item was late, but seller uploaded tracking

- Did you upload tracking for your buyer to be kept updated on the status of their item? If not, make sure you follow through on that promise.
- If you've uploaded tracking and it shows the item was delivered, the buyer will see a message confirming that the item was delivered with a link to the tracking information.
- If the buyer hasn't received the item, the buyer can still open the request or state that it was late.
- If you're unable to resolve the issue with the buyer, the request can be escalated to eBay for review.

Buyer: Why was my feedback/defect removed from the seller's account?

- We may remove feedback and defects for multiple reasons:
- Feedback comments can be removed if they contain personal information about another user, such as name, address, phone number, or email address (and/or contains internal investigation information such as - but not limited to - decisions taken on claims or status of a refund resulting from a claim).
- Feedback contains vulgar, obscene, racist, adult, or criminally offensive remarks, the comment will also be removed. (For more information, see the information in the <https://www.ebay.com/help/policies/member-behavior-policies/grundsatz-zur-ausdrucksweise?id=4258> Threats and offensive language policy.
- Abuse of the rating system.
- Buyer protection case is decided in favor of the seller, all seller ratings for this transaction are automatically removed, i.e. feedback, comment

and detailed seller ratings. These are also not taken into account when calculating the seller's service status.

- A natural disaster or unexpected event occurred that we believe caused the feedback or defect (outside user control).

We recognize that the feedback or defect you left was a reflection of your own experience for this transaction. Keep in mind that although the removed feedback/defect is not visible for other eBay members to see, we still have a record of it, and we will always be able to refer to it if necessary.

Seller: What protections does eBay have for sellers?

- When sellers deliver on their service promises to create good buying experiences, we will protect them from abusive buying behavior and from events outside their control.

Internal Information

- Check

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1360> Seller protections and seller protections abuse policy for details.

Feedback specific questions

What else should I know about feedback removal?

- eBay enables users to leave feedback as it is a useful way for buyers and sellers to help assess one another's performance. Under certain circumstances, eBay will intervene and protect sellers by removing unjustified or invalid feedback.

Under what circumstances would eBay intervene on feedback?

- Negative feedback can be removed in certain situations where we find the buyer was at fault, if the problem was caused by an eBay site issue, or if there was an issue outside of the seller's control e.g. natural disaster or unexpected event.

Can you give an example of where an issue would be outside of the seller's control that could affect feedback?

- We may remove feedback that is directly related to a natural disaster or unexpected event.
- E.g. Postage service delays or items delayed due to extreme weather are both reasons we may remove feedback. This includes interruptions to postal services that were beyond their control, natural disasters or conflicts.

Can sellers pay seller protection fees to have negative feedback removed?

- No.

The protection we provide is available to all users. By removing feedback, are you deliberately misleading buyers? No. Under certain circumstances, we will intervene and protect sellers by removing unjustified or invalid feedback. Buyers benefit from this when assessing a seller's performance as they will be able to view only fair and valid feedback.

Can sellers request that negative feedback be removed? We always encourage sellers to resolve issues relating to feedback directly with the buyer. However, where sellers feel feedback is inappropriate, we will investigate and take action as necessary.

How can I appeal feedback left on my account by a buyer? You can apply to appeal feedback left to you by a buyer with the [Seller Help tool](https://www.ebay.com/help/seller-help/feedback). A member of our team will review this feedback and respond with a decision within 8-12 hours.

The buyer agreed to remove the feedback via M2M messages but did not actually remove it. Can you remove the feedback? Feedback, defects or late shipments need to qualify for removal based on our Seller Protection policy & Feedback policies. If your buyer feels that everything has been resolved, you can ask them to update their feedback using a Feedback revision request. To request a feedback revision or reply to feedback now, please visit our [Replies to Feedback Help page](https://www.ebay.com/help/selling/selling-seller-performance/dispute-feedback-ebay?id=4102) and follow the instructions. You also have the option to reply to feedback if buyers do not wish to revise their comments.

Late shipment, defect or feedback are not eligible for removal eBay won't remove late shipment, defect or feedback in certain situations, such as:

- The buyer didn't pay.
- The late shipment, defect, or feedback was caused by a natural disaster or unexpected event.

Internal Information

Please refer to

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=KB2454"

target="_blank"&KB2454 - Seller protections | Natural disasters and unexpected events If eBay takes action against the buyer for violating the Buying Practices policy. Because these situations don't apply to this transaction we won't be able to remove the late shipment, defect, or feedback. But let's take a look at the information on this transaction to see if we can identify the cause of the late shipment, defect, or feedback and take steps to avoid that type of issue in the future. My item doesn't have tracking or it's not worth adding tracking to ship this item, how can I ensure I don't receive a late shipment? Our Late delivery rate is straightforward. As long as we can see that you either shipped it out on time or the item arrived on time, then we believe you've done what you promised. However, if we don't have tracking data to prove that one of these two things happened, we will ask the buyer to confirm if they received their order within the estimated delivery dates provided to them when they completed their purchase. If you choose to ship your items with an untracked shipping service, you are accepting the risk that the buyer might say that the item was late. If you have confidence that your shipping service will ensure that the buyer gets the item on time, then you can be confident that you won't run into any issues with your late delivery rate. My item is local pick-up only. Will I run into any late shipment issues? Local pick-up transactions will not count within the on-time shipping metric. If a SNAD return/case is opened by the buyer and they escalate it, I will always be found at fault and receive a defect. Can these be removed if I attempted to make it right? If a buyer feels that the resolution that you provided in the case wasn't sufficient, they have the opportunity to ask eBay to step in. The only time that a defect will count toward your seller performance standards is when you are unable to resolve the issue with your buyer before eBay steps in. If that isn't achieved and eBay has to force the return, there will be a defect reflected on your seller dashboard.

name="firstdefect">Questions to ask the seller who received their 1st late shipment, defect, or feedback: Did the buyer have any concerns? Why did the buyer reach out to you? Look for trends one person complaining about their item not being as described, or arriving late, doesn't mean you have a problem, but 4 people complaining might. If used correctly, your Seller Performance Dashboard can help you identify areas in which your business may have opportunities to be better and make changes to be more streamlined, profitable, and improve buyer experiences. Does this happen a lot? If yes: The first thing that stands out is that you have a pattern of ##insert specific metric that is a concern##. That's a large number relative to other sellers. What we need to do is look at why these are occurring. There are best practices that some sellers use that result in significantly fewer defects. Let's see if you're following these practices. Share how to avoid defects in the future by using the best practices. One-off: I appreciate your concern about your late shipment, defect, and/or feedback. I can see you're worried about the status of your business and care about your customers. This is exactly the kind of seller we want. We're cautious about removing feedback, defects or late shipments. We don't want a seller who gets 1-2 defects from an unavoidable situation to look the same as a seller who has received 12 defects but gets 10 removed. You should be differentiated. The best way to do this is to remove very little and enforce the policy the same for all sellers. See more info on Seller Performance Standards I have evidence that I resolved the late shipment, defect, or feedback was unfair or invalid, but it's not in the eBay system. To fairly determine whether a late shipment, defect, or feedback can be removed, we use information found only in our eBay system. Using

outside information introduces inconsistency and would not be fair to all members. The following information must be in the eBay system in order for it to be accessible to your buyer:

- Shipping carrier tracking
- Member-to-member communication
- Payment and refund dates
- Amounts and details of the item

Insufficient information to remove the late shipment, defect, or feedback

The information you provided doesn't meet the criteria to remove a late shipment, defect, or feedback on this transaction.

To remove this late shipment, defect, or feedback we would need [criteria].

In the future you can ensure you have this information by [provide applicable guidance].

Let's take a look at the information on this transaction to see if we can identify the cause of the late shipment, defect, or feedback and take steps to avoid that type of issue in the future.

Buyer contacts seller - comment was positive / late shipment, defect, or feedback was an error

We have specific evaluation criteria for removing late shipment, defect, or feedback for buyer error. Because those situations don't apply to this transaction we won't be able to remove, but let's take a look at the information on this transaction to see if we can identify the cause and take steps to avoid that type of issue in the future.

Buyers don't always want to publicly state when they've had a problem. They may not want to affect your public feedback profile, or feel like they're confronting you.

Feedback comments can't contain long explanations and so buyers may leave out many details.

The transaction may not be completely negative, but the buyer may still have experienced some dissatisfaction.

To avoid any incentive for a seller to pressure buyers to remove late shipment, defect, or feedback we don't remove them at the request of a buyer. This helps ensure all sellers' selling metrics more closely represent how often they deliver great experiences and allows buyers to place increased trust in sellers who follow through on their commitment.

Late shipment, defect, or

feedback was left for the wrong member

- We'll only remove a late shipment, defect, or feedback left for the wrong member when the feedback comments, the member-to-member communication, and any potential request comments indicate that they relate to a completely different item or member.
- If there's a question as to whether the late shipment, defect, or feedback is related to the listing for which it was given, they are not removable. It is important that we avoid removing late shipment, defect, or feedback when there is any question about the nature of the transaction, as incorrectly removing them is unfair to our sellers, buyers, and eBay as a whole.
- Bug/outage/other issue must be directly related to the defect to be removable
- We'll remove late shipment, defect, or feedback if a bug, outage, or other issue directly caused the negative experience. However, if a transaction has late shipment, defect, or feedback unrelated to the event, you should follow through with the transaction.
- Example: If a natural disaster or unexpected event prevented an item from being shipped on time, the seller still needs to fulfill the order and communicate with the buyer. In this example, a feedback comment stating that the customer service was below average or that the item was not as described, would not be removable. The only type of metrics that could be removed for such a shipping delay would be a late delivery defect.
- Internal Information
- See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=KB2454>

[Seller protections | Natural disasters and unexpected events](#)

- Item was delivered to an incorrect address
- If the buyer provided the right address but you shipped it to the wrong address, that causes a bad experience, and the late shipment, defect, or feedback can't be removed.
- Feedback extortion
- Internal Information
- See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1289>
- INV - Feedback extortion policy
- for all questions related to extortion.

(Teammate): I noticed that feedback was removed incorrectly. Can I reinstate it? Internal Information

 Since feedback is a public forum and members watch over it, reinstating feedback can cause recontacts. We ask that feedback isn't reinstated, even if it's removed incorrectly. Please let your supervisor know of the removal error and ask that they send a coaching note to the teammate and their supervisor. Investigation talking points Internal Information Timing of removals and when the data updates Late shipment, Defect, and Feedback Removal Timeline We have an automated process that removes eligible late delivery, defects, or feedback. The late delivery, defect, or feedback will be removed from your account within 72 hours, meaning you won't need to contact us to request an appeal. Note: Performance Standards will take removals into consideration even if they haven't updated in the dashboard yet. No ruling applied to your request In some cases, such as an eBay Make it Right outcome, we did not evaluate who was at fault. The seller may appeal late shipment, defects, and feedback under this policy. Having a no-fault ruling is not an indication that no one is to blame. Rather, it's an indication that we couldn't make a ruling of who was responsible. Since this determination was not made, it has no effect on whether a late shipment or defect occurs or not. To make that determination, we need to look at the other specific aspects of the transaction. Why we're removing the defect We can remove the late shipment, defect, or feedback because we have objective information in our system that allows us to determine exactly what happened. The information that allows us to remove ##provide applicable guidance## Help seller adopt tracking Paying attention to your customer's needs can reduce the likelihood of late shipment, defect, or bad feedback and deliver an overall positive experience for a buyer. Uploading tracking for your buyer as soon as you get it allows your buyer to see the progress of their item being delivered, which creates a better buying experience. Difficult request General Internal Information In regard to Standards, it's all about focusing on a good buying experience, resolving issues promptly, and shipping items on time. Why? To create a simple, fair, and predictable outcome for our sellers. We want to ensure good sellers don't have to worry about their Standards rating and can instead focus on their business. Buyers expect the items they purchase to be in stock and to arrive in a timely manner. If there's an issue, they expect sellers to work with them to resolve it. We want to minimize complexity for our sellers. If you don't see the evidence needed to back up your removal, it doesn't make it removable. We will use the objective information in our system that allows us to determine exactly what happened and if a late shipment, defect or feedback is eligible for removal.
 When talking to the seller on the phone, you should take into consideration what the buyer was feeling when they left the late shipment, defect, or feedback. The seller's opinion doesn't outweigh the buyer's just because the seller is on the phone. Keep the buyer in mind when you're talking with the seller. We won't remove a late shipment, defect, or feedback, outside of our policy, as doing so encourages the wrong seller behavior, and increases the likelihood that buyers have a bad shopping experience. It also has an impact on eBay's brand as a trusted marketplace. Most of the time, not removing is the right answer, especially when you want to make sure that other buyers don't experience this same dissatisfaction. Concerns with INR or other shipping issues Internal Information Slow shipping: Late shipments received because the tracking shows the acceptance scan and delivery scan are late are beneficial to sellers, as they're the ones that choose the shipping service. If the seller sees a pattern of this, we shouldn't remove it, as they will never know when there is a problem and may need to consider the shipping service they use. Even if the shipping service is slow, as long as the seller shipped the item out (with tracking uploaded to the site showing the acceptance scan is within the seller's handling time) on time, they

will not receive a late shipment on their on-time shipping metric. Best practice is for our sellers to always upload their tracking number so their buyers can see them and stick to their promise of shipping out within their handling time.

Concerns with the description of the item/SNAD Internal Information

If a buyer is asking for a return for an item not as described, but the seller has selected No Returns Accepted, the seller must accept the return if the buyer claims SNAD.

When using a mobile device, the information in the description is extremely difficult for a buyer to see. The seller using the item specifics will allow the buyer to see the information easier, which is why it's required that we use the objective/specified fields in the listing when deciding to remove.

TIP: The sellers can create their own item specifics, especially when eBay doesn't provide an item specific for them. Letting your sellers know this will help them avoid defects.

A buyer calling out that an item is "more used" or "feels like a size 8" is different than saying that it's "used" or "isn't a size 8."

Looking for the buyer's specific concerns and then verifying if the seller actually listed it that way in the listing is the best way to determine if it's removable.

A seller would have to actually list that the item is "more used than I say here" or "It's a size 8, but fits like a 9" in the item specifics in order for us to remove.

Feedback/Defect Appeal Feedback/Defect Removal Block in GJ Internal Information

If a seller is identified as contacting multiple times requesting removal of the same feedback/defect, you will see a No Recommendation option in Guided Judgment to prevent Removal Overrides.

You can reiterate previous denials and advise the member that we have already reviewed this feedback comment or defect and unfortunately are unable to step in. The feedback/defect will not be removed.

See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1378> Improving seller performance - avoiding defects and late shipments and help the seller know how to avoid negative/neutral feedback in the future or refer to

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1004"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1004)>Escalations of Feedback removal and DSR-related requests for talking points. If a removal block is in place but feedback is removable within policy, contact your team leader for support. Issue1168 The account has been identified as having an excessive amount of removals. Inspect the Feedback more closely prior to removal to ensure it is within policy. Internal Information Do not inform the member that this issue has been applied to their account. This is internal information and should never be shared with the member. Can you please delete my feedback? Can you please provide me with the item number / buyer name? Then I can review your Feedback. Note: Please review the feedback with caution and only remove feedback when it aligns with our policy. Issue1169 The account is displaying risky behavior with previous policy violations and is not eligible for FB removal. Internal Information Please note only your team leader can remove the Feedback. Can you remove my Feedback? Can you please provide me with the item number / buyer name? Then I can review your Feedback. Internal Information Review: The Feedback content can only be removed if strictly related to the below reasons - (see GUIDE1299). If the FB content is related to any other reasons than the ones below (e.g. Information contradicted on eBay, tracking shows within EDD etc) it cannot be removed. Threats, intimidation, inappropriate content Profane, vulgar, racist, obscene, illegal, explicit content Political, religious content Content that promotes hatred, violence or discrimination Contains member's personal information References to internal investigation If Feedback can be removed/If Feedback is eligible for removal because it relates to the above reasons As this qualifies under our Feedback policy, I will have the Feedback removed from your account. Please allow up to 72 hours for this to take effect. In future, if you would like to appeal defects or Feedback that meet our criteria for removal, please submit your appeal through the Seller Help tool: [eBay.com/sellerhelp](https://www.ebay.com/help/seller)

Internal Information Provide the following detail to your team leader via email so that your team leader can remove the Feedback: Seller Username Buyer Username Order ID Feedback comment Appeal Reason: (e.g. How did you come to this conclusion? Where did you research? Did the M2M confirm that the seller violated the Feedback policy?) Removal Reason: (e.g. Link back to policy: Threats, intimidation, inappropriate content, Contains member's personal information etc) If Feedback cannot be removed/If Feedback is not related to threats, or inappropriate/illegal/explicit content etc Our top priority is to make sure that eBay remains a safe and reputable place to buy and sell. We reserve the right to warn, restrict, or suspend a member's account when we have cause for concern. In this case, there were issues that we could not ignore. We have reduced your enhanced seller protections, which includes the protection of Feedback removals. I understand your frustration. However, Feedback is about trust. To create a trusted marketplace, eBay needs to allow buyers to submit Feedback about a transaction, whether positive or negative. No seller likes to receive negative Feedback. However, negative Feedback can be beneficial. It allows a seller to understand if a problem exists and if so, how to resolve any issues and prevent them from happening again in the future. As a seller, you can respond directly to the negative Feedback, creating a transparent process, and allow the customer to determine whether the negative Feedback was justified. Negative Feedback presents an opportunity to show buyers how you handle a problem should one arise. Turn the negative into a positive. Why have I lost my protections? Why am I not protected on this transaction? We reviewed your request to remove the feedback from the buyer xxxx. We will not be able to remove the feedback as we've noticed activity on your account that violates eBay's Feedback protection policy such as: Operating with a false identity Failing to follow through with your service promises (such as not honoring your return policy) Having a history of serious policy violations, such as selling counterfeits, using prohibited forms of drop shipping, or taking sales

off eBay

- Abusing or fraudulently using the seller protections for example, you have a history of:
- Reporting buyers for false 'Item not as described' requests when you had not described the item correctly
- Unfairly deducting too much from the buyer's refund when an item is returned in a different condition. In these cases, the deduction should only be used to recoup the actual lost value of the item
- Misusing or manipulating the eBay Guaranteed Fit program

You can use the revise option to request buyers to change their feedback or reply to Feedback if buyers do not wish to revise their comments. You can still report abusive buyers and clearly describe what they are doing. This will help us investigate potential policy violations and take actions to protect you. Internal Information User has received one or more of the following issues:

- 0055
- 0543
- 0587
- 0660
- 0661
- 0662

For further information please check <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1469> about each issue. When will I benefit from protections again? Appeals will not be considered for seller protection abuse. You must wait 12 months with no additional policy violations to be eligible for enhanced seller protections again. Internal Information Do not transfer to E2M as appeals on the above violations will not result in the sellers protections being restored. They must wait a full 12 months without having any of the above issues on their account.