

eBay Gift Cards

GUIDE.SUMMARY What If you receive a contact regarding a gift card that was stolen, escheated, & used by someone else or potentially may be used by another party in a fraudulent manner; this article includes steps on what we can do to help the member in accordance with our site terms & conditions. See

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1571&ViewLocale=en_US#DetailedInformation > Contact Flow Steps tab below. If you receive a contact regarding a gift card that is blocked from redemption this article includes steps on what we can do to help the member in accordance with our site terms & conditions. See <a

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1571&ViewLocale=en_US#DetailedInformation > Contact Flow Steps tab below.

Notes Gift cards are considered a general topic in all lines of business. Please apply all of the information in this article, including the buying workflows, even if you are not part of the buy team Although specialist teams handle Unfreezing, Re-linking of Gift Cards and some more tasks, all teammates can freeze gift cards using Agent Desktop and Loyalty Admin Tool (Loyalty Tool to be used only when the card is unlinked and does not pull up on Agent Desktop) When Refer to this article when a customer contacts you about the following: You suspect the customer is involved in fraudulent activity involving eBay gift cards. When a Gift Card is already in a frozen state and the customer is unable to use them. You suspect the customer is experiencing a currently unidentified BUG. When special circumstances come up such as suspended users, escheated cards, deceased customer, and the like. What this article covers

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1571&ViewLocale=en_US#DetailedInformation Notes: Gift cards are

considered a general topic in all lines of business. Please apply all of the information in this article, including the buying workflows, even if you are not part of the buy team

Although specialist teams handle Unfreezing, Re-linking of Gift Cards and some more tasks, all teammates can freeze gift cards using Agent Desktop and Loyalty Admin Tool (Loyalty Tool to be used only when the card is unlinked and does not pull up on Agent Desktop).

Freezing gift cards

http://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1571&viewlocale=en_US&curPage=art&prevPage=srp#Freezing_AD Agent Desktop and when to do so

Stolen gift cards

Suspended accounts, deceased customers and gift cards less than \$10

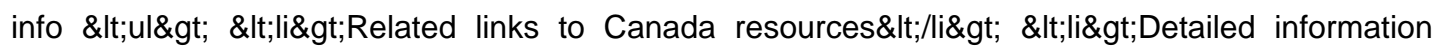
Escheated cards

Bugs

Redemption code requests

Lost gift cards

Gift card redemption codes that are scratched off

Canada-specific info

Related links to Canada resources

Detailed information about following up after sending proof of purchase for a stolen gift card

What this article does not cover

For issues involving checkout and eBay gift cards, refer to the troubleshooting steps in the CSKB article about

https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1016&viewlocale=en_US paying for items and resolving errors

[GUIDE.RELATED_LINKS](#) Related help pages Gift cards, coupons, and gift certificates

[US](#)

<http://pages.ebay.com/help/pay/certificates.html>

[CA](#)

<http://pages.ebay.ca/help/pay/certificates.html>

[CA-FR](#)

<http://pages.cafr.ebay.ca/help/pay/certificates.html>

target="_blank">http://pages.cafr.ebay.ca/help/pay/certificates.html

Check your eBay Gift Card balance US
 <a href="https://giftcards.ebay.com/balance"

target="_blank">https://giftcards.ebay.com/balance CA
 <a href="https://giftcards.ebay.ca/balance"

target="_blank">https://giftcards.ebay.ca/balance CA-FR
 <a href="https://giftcards.cafr.ebay.ca/balance"

target="_blank">https://giftcards.cafr.ebay.ca/balance eBay Gift Cards: Terms and Conditions <a href="http://pages.ebay.com/giftcard/terms_conditions.html"

target="_blank">http://pages.ebay.com/giftcard/terms_conditions.html
 Note: For Canada Terms and Conditions are included in the Gift card FAQ. Gift card FAQ
 <a href="http://pages.ebay.com/giftcard/faqs.html"

target="_blank">http://pages.ebay.com/giftcard/faqs.html CA
 <a href="http://pages.ebay.ca/gift-cards/index.html"

target="_blank">http://pages.ebay.ca/gift-cards/index.html CA-FR
 <a href="http://pages.cafr.ebay.ca/giftcard/faqs.html"

target="_blank">http://pages.cafr.ebay.ca/giftcard/faqs.html eBay gift cards in retail
 <a href="http://pages.ebay.com/giftcard/retail.html"

target="_blank">http://pages.ebay.com/giftcard/retail.html
 Note: No retail page for Canada.
 Related articles <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1635"

target="_blank">Checkout - paying for items, resolving errors </h2></h2>GUIDE.TALKING_POINTS Can I reload my gift card? No, eBay gift cards are not reloadable. You can review FAQs and <a

https://pages.ebay.com/giftcard/terms_conditions.html Terms & Conditions

for more details regarding eBay gift cards.

Do I need an eBay account?

Yes, also it must be US registered - check your registration address in my eBay

Where can I get an eBay gift card?

You can find eBay gift cards in person at stores like CVS, Walgreens and other retailers

You can also purchase eBay gift cards <http://ebay.com/giftcards> here

on eBay

Can I buy anything with an eBay gift card?

You can buy millions of items with an eBay gift card, however, there are some exclusions:

- eBay gift cards
- 3rd party gift cards
- gift certificates
- coupons
- coins
- paper money
- virtual currency
- bullion such as gold, silver, and other precious metals in the form of coins, bars, or ingots

Note: There is an "Other" category under cash / currency that was blocked. There are some items in that category that would not be blocked if they were properly classified.

I lost my gift card or redemption code. Can I get a refund?

Per our Terms & Conditions, gift cards should be treated like cash

Lost, stolen or damaged gift cards will only be replaced if the gift card has never been used and falls under an exception. This requires:

- Proof of purchase (see Providing proof of purchase section in the https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1571&ViewLocale=en_US#DetailedInformation Theft & Fraud tab below) and gift card number, where required by law
- Internal Info: Please refer to the https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1571&ViewLocale=en_US#DetailedInformation Exceptions for refunding gift cards tab below

Someone used my gift card and now the balance is no longer full.

Since the card was already used, we cannot recover any lost or stolen funds

However if the gift card balance is > \$0, we can assist with giving you

access to the remaining funds. This process requires I temporarily freeze the remaining balance on the gift card and ask you to email proof of purchase.

Gift cards cannot be linked to multiple accounts and cannot be transferred

We are not in a position to assign gift cards that have been used by another account to your account

I accidentally gave my gift card number to someone and didnt mean to.

Provided that you have the physical gift card itself as well as proof of purchase, we may be able to freeze your card from being used fraudulently

If you dont have either of these two things, we are unable to recover any lost or stolen funds or funds that may be lost or stolen

We encourage you to use the gift card balance as soon as possible in order to prevent anyone else from using your balance

How do I report misuse of someone using a gift card without my permission?

Please contact your local law enforcement entity to report any misuse

If you've been targeted by a gift card scam, report it to the Federal Trade Commission (FTC). If you're outside the United States, you can report the scam to your local consumer protection agency or
to econsumer.gov

What happens if my card is escheated?

Internal info: This is when the GCs unclaimed funds were transferred to the State by PayPal before the migration happened to eBay, so the redemption details for these cards won't be in eBays system.

When the escheatment process happens, eBay has no access to the details of the gift card in question.

The member should check with the unclaimed property authority for their state. The name of this department is sometimes the
Department of Unclaimed Properties, but this can vary from state to state.

For more information about Escheatment Processes see details here.

If the member is requesting that we check the balance on their gift card or gift card status (active, frozen, etc.)

We are not able to check your gift card balance or status, but you can check it through the following link when you're logged in:

US:
a href="https://www.ebay.com/gft/balance">https://www.ebay.com/gft/balance

CA: https://giftcards.ebay.ca/balance

CA-FR: https://giftcards.cafr.ebay.ca/balance

 Internal info: DO NOT check the balance for a card if the member is suspended. If the member's account is suspended, they will need to reinstate their account in order to check their balance. If the member cannot reinstate their account, let them know the only way to check the balance is through the linked account once reinstated. If the

member is insistent upon having you (teammate) check the balance and they are not stating the GC funds were lost or stolen Suggest that the member go through the balance checker as they can check the gift card or status Verify the members account and link to the SR. Internal info: DO NOT check the balance for a card if the member is

suspended. If the member's account is suspended, they will need to reinstate their account in order to check their balance. If the member cannot reinstate their account, let them know the only way to check the balance is through the linked account once reinstated. Ask the member for the 9 digit redemption code for the gift card If the

gift card is linked to the account that is contacting Advise the member they can check the balance using the gift card balance link (provide link for their region) Advise the member of current balance or status for linked gift cards only If the gift card is unlinked or linked to another account

 Let the member know we are unable to provide the balance details or status of the card, but they can login and use the balance checker tool (provide link for their region) to check their balance If member is stating that GC funds were lost or stolen, follow the Contact Flow Steps to assist the member

</h2><h2>GUIDE.DETAILED_INFORMATION Overview Customers can use their digital eBay Gift Cards when they pay for an eBay item by using the 13-digit redemption

en_US#tabs-4">Gift Card Redemption Issues
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1571&ViewLocale=en_US#tabs-5">eBay Gift Card Formats
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1571&ViewLocale=en_US#tabs-6">Lost Gift Cards/Gift Card Bundles
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1571&ViewLocale=en_US#tabs-7">Exceptions for Refunding Gift Cards
</h3>Contact Flow Steps</h3> Steps to be followed by Front Line Buy Agents <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr> <td colspan="1">Contact Type</td> <td colspan="1">Contact Reason</td> <td colspan="1">Steps to be Followed</td> </tr> <tr> <td>Initial Contact (First Contact)</td> <td>GC Funds Lost/Stolen in a scam (Scammed Victim) (Transcript below to address such contacts)</td> <td> Listen attentively to the customer and acknowledge with empathy. Be quick in acquiring the GC numbers from the customers to save the funds on it, before the fraudster uses it. Time being very crucial here to save the funds for the Victim. Document only the first 9 digits of the gift card number(s) provided by the customer during the conversation within the SR note. Gift card codes are 13 digits, but the last 4 digits are not to be documented in the SR or anywhere else (MAC). Enter each GC number in the Agent Desktop / Loyalty Admin Tool to freeze it, if not in frozen state. Note - Agent Desktop should be the primary tool to freeze Gift Cards, only for scenarios when a Gift Card is not linked to a user it will not pull up in Agent Desktop, Loyalty Admin Tool to be used in such cases. Every GC number should be checked on the tool and frozen for scam irrespective of whether there is Zero or any positive balance remaining. Only Zero balance remaining customers' hard message should be delivered with compassion, while closing the contact. However, any positive balance remaining customers should be sent an SOL10855 template, via an outbound email

with an L1 and L2 Tagging as Buying CCR and eBay Gift Cards to registered email address,without making any promises on the recovery of funds. Right expectations to be set with the customer Please be patient while the specialized team will review your account and respond within 7 business days from the date of the document upload Create an SR tagging Buying - CCR > eBay Gift Card with the GC numbers and contact reason in the SR note. This will be the customers First Contact SR. End the call/ chat. </td> </tr> </tr> </td> </td> </td> GC Funds blocked by Risk Policy Rules (Member unable to use GC) </td> </td> Listen attentively to the customer and acknowledge with empathy. Document only the first 9 digits of the gift card number(s) provided by the customer during the conversation within the SR note. Gift card codes are 13 digits, but the last 4 digits are not to be documented in the SR or anywhere else (MAC). Enter each GC number in the Agent Desktop / Loyalty Admin Tool to check the status of the Gift Card. Any rule blocks can be identified by the freeze reason description as Gift card frozen due to risk response as high Send the SOL10855, via an outbound email with an L1 and L2 Tagging as Buying CCR and eBay Gift Cards to registered email address, without making any promises on the recovery of funds. Right expectations to be set with the customer Please be patient while the specialized team will review your account and respond within 7 business days from the date of the document upload Create an SR tagging Buying - CCR > eBay Gift Card with the GC numbers and contact reason in the SR note. This will be the customers First Contact SR. End the call/ chat. </td> </tr> </tr> </td> </td> </td> GC Funds escheated to local government (Member unable to use GC) </td> </td> Listen attentively to the customer and acknowledge with empathy. Document only the first 9 digits of the gift card number(s) provided by the customer during the conversation within the SR note. Gift card codes are 13 digits, but the last 4 digits are not to be documented in the SR or anywhere else (MAC).

Enter each GC number in the Agent Desktop / Loyalty Admin Tool to check the status of the Gift Card. The GC will either show up as escheated or not show up on the system at all. In both cases the customer will need to carry on the process via their local government (see next steps). Explain that though we would love to resolve the issue ourselves, when escheatment processes happen, eBay has no access to the details of the gift card in question. The member will have to check with the unclaimed property authority in their state. The name of this department is sometimes Department of Unclaimed Properties, but this can vary from state to state. Document that member contacted for escheated cards in the SR notes and close contact as resolved. End the call/ chat. <td> </tr> </tbody> </table> Transcript Hello (Customer_First_name) Thanks for being an eBay customer since (Registration_year, 2018) I am sorry to hear that you are facing issues with your Gift Cards and having a hard time. Let me help you with this, if you could share the Gift Card 9-digit code with us. Customer_First_name we have frozen your Gift Card(s), please follow the instructions in the email you will be receiving shortly from eBay asking for Proof of Purchase to investigate this issue further. <h3>Theft Fraud (scam victim)</h3> Theft fraud Fraudsters will use many methods to lure trustworthy people into providing their eBay gift card redemption codes. Once they have the redemption codes, they will quickly spend them on eBay or sell the redemption codes on third-party sites. How do you know if the customer was involved in a scam or theft of their cards? Ask the questions below: Did you receive an unexpected email/phone call from someone wanting to sell you a car, boat, RV, or motorhome? Did you see the listing/ad on a third party site like Craigslist or another classified site? Do they claim the transaction is protected by eBay? Did the person selling the item claim they are moving, out of the country, divorced etc. and need to get rid of the card quickly? Is the price too good to be true? Did they say you can only use eBay gift cards, Apple iTunes gift cards, or another type of gift card to pay for the item or as a down payment? Is the item listed on eBay? Can

you locate the item while searching on eBay? Did they offer you any discount on your bills? Once determined that it falls under any of the above-mentioned scenarios, please freeze all the Gift Cards reported by the Customer using Agent Desktop and follow the Contact Flow Steps in tab 1.
 eBay items can only be purchased on eBay and eBay Gift Cards can only be used at Checkout on eBay, never over the phone or through email to pay for an item. If the customer fell victim to this type of fraud or theft, eBay cannot refund or restore any stolen money if the gift card has been partially or fully used If the balance is still full and the bad actor has not used any funds, we can freeze the card(s) using or Agent Desktop We can then ask the member for proof of card ownership to help prevent the bad actor from this unlawful activity Please proceed to the stolen gift card workflow. <a id="Providingproofofpurchase"

name="Providingproofofpurchase">Providing proof of purchase When a customer reports their gift cards were stolen or used without their knowledge (and the balance of the card is still the original unused amount, or any amount > \$0), we need proof that they own the gift cards.
 For safety and security, we have to verify that the person we are speaking to is the actual owner of the gift card(s). You can provide this to us safely through the Document Uploader link you will receive in SOL10855.
 Proof of Purchase includes: If

physical card: Photo of the back of the card as well as current date and customer's username. A receipt showing the card purchase as well as current date and customer's username is also needed.

- Photocopies are not acceptable
- If digital card: Delivery email.

Following are examples of what we are looking for as Proof of Purchase: Note: You can save and use these examples as an attachment when you send <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL10855> in Communicator via outbound email to the registered email on the account.

Proof of Purchase example #1  https://cskb.qa.ebay.com/library/EBAY/1571_GUIDE/POP_thumb.png 

Take a closer look at example #1  https://cskb.qa.ebay.com/library/EBAY/1571_GUIDE/POP2_thumb.png 

Take a closer look at example #2  https://cskb.qa.ebay.com/library/EBAY/1571_GUIDE/POP3_thumb.png 

Take a closer look at example #3  https://cskb.qa.ebay.com/library/EBAY/1571_GUIDE/POP3_thumb.png 

Requesting information about who used a stolen eBay Gift Card

- Please remember, to **never** share customer data such as usernames, items purchased, or gift card redemption numbers with any customer who is not linked to the gift card. Please ensure the customer is verified to the eBay username that shows in the Gift Card Tool or Agent Desktop.
- Follow the correct workflows, which include steps to investigate which can include proof of purchase if customer claims stolen cards, internal incentive, fraud reviews and <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1245> law enforcement investigations.

Following up after sending proof of purchase for a stolen gift card If the customer is reporting that they've waited

seven or more business days to hear back from Fraud, check the following:
Please check whether any recent Incomplete Proof of Purchase reply email was sent to the customer by the Gift Card Reviews Team after the customer uploaded the documents. If Yes, educate customer on the email sent. (You will find all the replies from Gift Card Reviews Team under the tagging Specialty > Specialty Selling Approvals, check all the recent ones after the document upload SR) If No reply email was sent and the customer waited for 7 business days post documents upload, please apologize to the customer, and let them know we will respond as soon as possible as we take 7 business days to review documents and reply. In the meantime, only if the customer has waited for 7 business days, send an email to GiftCardReviews@eBay.com with a Subject Line Update on Pop (post 7 days) along with the User_id, SR No. and Gift Card No. Has the customer been sent SOL10855 yet? Has the customer uploaded valid Proof of Purchase with the document uploader? You can check the SR History of the customer for type "Hard Copy". Did the investigation team send a message to eBay Messages, reporting that the Proof of Purchase was invalid? After checking steps 1-3, if the customer has uploaded Proof of Purchase and you've confirmed there was no reply after five calendar days, apologize to the customer and let them know we will respond as soon as possible. We are currently delayed but if we've received proof of purchase, we will respond to the customer.
Canada-specific info CA-FR teammates must transfer the offline SR to the US Fraud Analytics Compliance Team (FACT) teammates by selecting the US flag (to change site) and then Specialty > Specialty Selling Approvals . Also, CA-FR teammates must leave a note in English, as follows:
 'user sent document (***add SR number) - no reply

after 5 business days'. </h3>Gift Card Usage Limitations</h3> Gift Card Usage Limitations Before reporting a bug to eWatchTIP process or adding it to an existing ALERT in the CSKB, please ensure you're following basic troubleshooting steps if a customer's card is not working at Checkout. Make sure that you have an eBay account registered in the U.S. and a U.S. shipping address (Country/Locales must be the same). If you used your gift card once before, make sure you're using the same eBay account as your previous purchase Make sure there's money on your card by checking your gift card balance There are limits on redeeming gift cards. The current limits are under review but until further notice they are: \$1000 per day (MST - Mountain Standard Time) \$1500 per month (MST - Mountain Standard Time) This is based on a calendar month, not a rolling timeframe Note: If a customer would like to know their limits/how much they have left to spend, this information is currently only available in Gift Card tool under their User ID view. Only four (4) incentive codes can be accepted per checkout transaction. These codes include gift cards, coupons, and eBay Bucks An eBay gift card may not be used to purchase an eBay gift card. Make sure you don't have an eBay gift card in your cart when you're checking out. There are also other <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1016#CanIbuy"

friend/family customer? If the customer's name is not authorized on the account the card(s) are linked to, the person(s) who are authorized on that account must contact eBay concerning the gift card. The card(s) are linked to an unknown username. Did the customer give the cards, codes/numbers, or images of the cards to someone else? If so, follow the Theft and Fraud (Scam Victim) section Missing gift card at Checkout If the customer has been refunded for a gift card but is unable to see the gift card in checkout, please check the following: Is the customer on the mobile app, or using the browser on their phone? Have the customer try from a computer or the desktop/classic version of eBay. Seeing the gift card at the Checkout screen is currently only available on the desktop version of eBay. If they have no access or still don't see the redemption code in checkout, contact Gift Card Team to manually send the redemption code.
 Note: Make sure to document that the customer does not have computer access if that is the issue.
 Research if the gift card is linked to the customer's account. If you cannot see the gift card linked to their account, there may be an issue with the gift card. Please report the bug per normal reporting processes. The Redemption code is damaged/unreadable When a customer gets a new gift card, they may accidentally damage or scratch their gift card so it is unreadable by pushing too hard. In these cases, the customer may contact us to report the issue. Follow the steps below for engaging the eBay Gift Card Team to report the concern to the Gift Card Team.
 Note: Do not provide the Gift Card Team DL to the customer. Please reach out to the team directly. <h3>eBay Gift Card Formats</h3> eBay

Gift Card formats eBay Gift Card example #1 <table border="1" cellspacing="0">
<tbody>
<tr>
<td rowspan="4">

<a href="https://cskb.qa.ebay.com/library/EBAY/1571_GUIDE/Example_1_expanded.png"

target="_blank">Take a closer look at example #1 </td> </tr> </tr> </tr>
<td> Redemption code- 123456789 0123 13 digits behind the scratch off
portion of the gift card This is the 13-digit number needed to redeem a card's value. The code is split
into 2 sections, as follows: Leading 9 digits- This is what we ask the customer for
to look up a card. Last 4 digits- Security PIN, without this number the value cannot
be spent. </td> </tr> </tr> </td> Larger numbers-
27083 You may see these larger numbers on some eBay Gift Cards.
</td> </tr> </tr> </td> Security PIN- 0123 This is only found
under the scratched off portion of the card. It is this way for security reasons, so only the person
who has the entire code can spend the balance. </td> </tr> </tbody> </table>

eBay Gift Card: example #2 <table border="1" cellspacing="0"> <tbody> <tr> <td rowspan="4">
 <a href="https://cskb.qa.ebay.com/library/EBAY/1571_GUIDE/Example_2_expanded.png"

target="_blank">Take a closer look at example #2 </td> </tr> </tr> </tr>
<td> Redemption code- 123456789 0123 This is the 13-digit number
needed to redeem a card's value. It is split into two sections, the first 9 and the last 4.
Leading 9 digits-This is what we ask the customer for to look up a card. This number is also

at the end of the number under the barcode.

- Last 4 digits- Security PIN, without this number the value can not be spent.

Full card number- 6006491656 123456789

This is entire 19-digit gift card number. 6006491656 shows that this is an eBay Gift Card. 123456789 is also the same as the First 9 of the redemption code.

Security PIN- 0123

This is only found under the scratched off portion of the card. It is this way for security reasons, so only the person who has the entire code can spend the balance.

Lost Gift Cards/Gift Card Bundles

Lost gift cards Card was lost and never used at eBay Checkout

In accordance with the terms and conditions of eBay gift cards, eBay does not replace or provide the gift card code of a lost Gift Card

This is true even in the event that a customer still has the receipt, or has obtained a primary account number (PAN) code from the vendor

Due to the potential for fraud, we're unable to make exceptions

Do not escalate these contacts further, please deliver the hard message as outlined within

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1571#troubleshooting>

talking points

Card was lost and previously used at eBay Checkout, or the customer no longer has the card and was issued a refund for a purchase made with an eBay Gift Card

Let the customer know the balance of the gift card will be linked to the eBay account used to make the original purchase

They will be able to see their eBay Gift Card balance at the Checkout screen, and choose to apply it to the purchase.

Gift card bundles (Daily Deals)

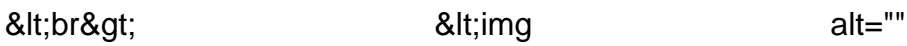
The eBay gift card bundling program pairs a digital eBay gift card with a listing item to create a deal that adds value to buyers.

While the item is listed, sold and delivered by the seller, eBay is responsible for delivering the digital gift card to the buyers. Therefore, all gift card related issues pertaining to such deals should be sent to and addressed by eBay's customer service. Teammates should not direct buyers

to reach out to their seller, as the seller is not providing the gift card. This creates confusion for both parties.

The digital gift card will be delivered to the buyer's email that is associated with their eBay accounts 7 - 10 days after the date of purchase.

A deal is considered live when the seller launches the listing with the title, "[item name] + \$xx eBay Gift Card"; the primary image with an eBay gift card included; and the terms and conditions in the body of the listing.

 src="https://cskb.qa.ebay.com/library/EBAY/1571_GUIDE/GUIDE1571_bundle_image.png"/>

Things to keep in mind

Some sellers are converting current listings into deals listings and reverting them after the deal ends.

Some buyers have purchased items before deals went live, then requested that eBay send them a gift card after they notice the deal. As a result, be sure to check that the buyer actually qualified for the deal.

If a customer is reporting that they *have not* received their bundled gift card after 7-10 days have passed, please escalate the concern through your Team Leader.

Exceptions for Refunding Gift Cards

Suspended account

Follow these steps when a customer's account is suspended and there are gift cards they were not able to use and/or the balance is tied to their account. Note: Never promise the customer a refund. Each situation will be reviewed on a case-by-case basis to ensure qualifications are met. Members will need to resolve account issues and have the account reinstated to have access to the funds on the linked Gift Cards.

Follow transfer guidelines in https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1453&actp=search&viewlocale=en_US&answerid=16777216&uniqueid=16777216:8390640&searchid=2&curPage=art&prevPage=srp

for proper transfer for valid appeal cases.

Cashing out per state law

Note: Never promise the customer a refund. Each situation will be reviewed on a case-by-case basis to ensure qualifications are met. Below are the Gift Card balance thresholds where cash out is required per state law.

The Gift Card balance must be **BELOW** the listed amount to qualify.

Example: Customers registration address is in California and their gift card balance is \$9.99 - QUALIFIES Customers registration address is in California and their gift card balance is \$10.00 - DOES NOT QUALIFY

California:	\$10	
Colorado:	\$5	
Connecticut:	\$3	
Maine:	\$5	
Massachusetts:	\$5	
Montana:	\$5	
New	\$5	
Oregon:	\$5	
Puerto Rico	\$5	
Rhode	\$1	
Vermont:	\$1	
Washington:	\$5	

Verify situation and customer identity.

Get the first 9 digit redemption code from the customer.

In Agent Desktop, ensure the gift card is linked to the customers username.

Determine if the balance is greater than the individual state refund threshold using the chart above.

Yes, the balance is greater than refund threshhold.

Educate that gift cards with a balance greater than their state's refund threshhold do not qualify per law to cash out and they will need to use it on the site.

Close the call.

No, the balance is less than individual state refund threshhold.

Verify the card(s) in question is linked/redeemed with the customer's username

In Agent Desktop, freeze all cards with the reason:

"DO NOT UNFREEZE - T&C REFUND REVIEW"

Place a manual MAC note on the redeemers account with the requested taxonomy and template (see manual MAC note process

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1571&ViewLocale=en_US#addingMACnote">here) Determine if the card is linked to the customer's account. The card is linked to the customer's account. </ol type="a"> Confirm the following with the customer: PayPal email address the refund will be sent to Refund Amount Redemption Codes of impacted cards Send outbound email request to GiftCardReviews@eBay.com with the following template:

 Subject: Gift Card T&C Refund Review
 PayPal Email Address:
 Refund Amount:
 Redemption Codes of impacted card(s): Advise customer the refund process may take up to 14 days Document SR note with template:

 Issue: Gift Card T&C Refund Review
 PayPal Email Address:
 Refund Amount:
 Redemption Codes of impacted cards:
 Close the call. The card is not linked to the customer's account. </ol type="a"> Customer needs to send in Proof of Purchase: Physical Card: Picture of the Back of the card(s) with the redemption code(s) scratched off as well as current date and customer's username. A receipt showing the card purchase as well as current date and customer's username is also needed. Digital Card: Delivery email Email the customer GC Gift Card Proof of Purchase. This is to ensure the customer is in possession of the card and verify their identity. If they don't have an account, they will need to open one. Confirm with the customer: PayPal email address the refund will be sent to Refund Amount Redemption Codes of impacted cards Document SR note with template: <blockquote> Issue: Gift Card T&C Refund Review
 PayPal Email Address:
 Refund Amount:
 Redemption Codes of impacted cards: </blockquote> Let the customer know, once we receive and review the Proof of Purchase, we will proceed with the refund, which can take up to 14

days. Close the call
 Deceased customer Customer calling in to report a
deceased customer and would like gift card balance linked to their account Note: Never promise the
customer a refund. Each situation will be reviewed on a case-by-case basis to ensure qualifications
are met. See Deceased
Member Guide1279 for proper next steps. Final denial template
Subject:eBay gift card investigation Hello [Contact
First
Name], Thank you for replying to our request for
documentation
in regard to
the eBay gift
card
you reported. eBay is unable
to make a final determination on the ownership of the gift card in question and therefore cannot
release any funds. Please refer to the following links for more
information on how to protect yourself online, both on eBay and other sites:
</a
href="https://pages.motors.ebay.com/buy/security/">https://pages.motors.ebay.com/buy/security/

href="https://pages.ebay.com/help/account/securing-account.html">https://pages.ebay.com/help/
account/securing-account.html eBay will not refund
you the amount of the gift card as stated in our Terms and Conditions. For your
convenience,
we
have included a link to our Terms and Conditions for review; please
refer to points 2 & 3 under General Terms: </a
href="https://pages.ebay.com/giftcard/terms_conditions.html">https://pages.ebay.com/giftcard/ter
ms_conditions.html As this concludes our investigation, we
will be unable to respond to further requests regarding this gift card. Once the
account has been actioned you must create an outbound email and send SOL XXXX to the
reporting member through communicator. Enter in Use for Deceased members GC pay out SOL

Template from here: Parting Ways - Temporary Template

Escheatment Processes Escheatment is not an eBay policy, all regulated financial institutions must adhere to this process. Sellers have alternative methods to obtain information on the process if they require. Its not the responsibility of GCX to understand the escheatment process per state in detail, however understanding how ebay operates in conjunction with it can help conversations. </h2>