

Performance gaming policy

GUIDE.SUMMARY What is the policy? Canceling a transaction and selecting a false reason to avoid a defect is not allowed. Sellers must also use only valid, accurate tracking. Issuing refunds instead of canceling the transaction to avoid a defect is not allowed. To cancel a transaction, the seller must:

- Notify the buyer of the cancellation reason
- Cancel the transaction within 30 days of the sale
- Use the correct process in My eBay or Seller Hub
- Go to My eBay Sold and locate the item. From the More actions drop-down menu, select Cancel this order or
- Go to Seller Hub and locate the item. From the Actions drop-down menu, select End
- Choose an accurate reason for the cancellation, and follow the on-screen instructions

Sellers must also provide valid and accurate tracking:

- Upload the correct tracking details within the handling time in the listing. Sellers who provide invalid or fake tracking information, or change tracking consistently, may be investigated for gaming our policies
- Only mark the item as "shipped" once it has been sent
- The tracking number uploaded after the item has sold must match the shipping location provided in the listing

Why does eBay have this policy? This policy helps set buyer expectations about when they will receive their items, avoids defects, and protects seller performance standings.

GUIDE.TALKING_POINTS Why did I lose my Top Rated Seller status?

- You didn't select an accurate reason when canceling orders.
- You chose buyer asked to cancel order or something is wrong with the buyer's shipping address instead of item is out of stock or damaged. Sellers sometimes do this to avoid a defect and to receive a final value fee credit.

How do you know?

- We detected a pattern of cancellation activity on your account.
- This was not a one-off situation.

Which transactions caused this issue?

- We can't provide specific details, but we are confident that a violation

occurred. Can I appeal? This violation isn't
appealable. However, if this is a first offense, you can continue to list and purchase
items as usual. When can I get my Top Rated Seller status level back?
In the future: Choose buyer asked to cancel order only if the buyer has
asked you to cancel an order. Choose something is wrong with the buyer's shipping
address only if there's a problem with the buyer's shipping address. However, please contact the
buyer to try to resolve the issue before canceling the order. If
you don't violate this policy again and meet our performance standards requirements, your Top
Rated Seller status will be restored at your next evaluation. Note: Accounts are
reviewed every month to determine if sellers meet the criteria to return to the standards level they
were at prior to action being taken. </h2>