

Returns - Remorse, SNADs, False SNADs, and Forced SNADs (FSNAD)

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[& M2M Escalation Workflow](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1409#M2MEscalationWorkflow)

[- this link will open a list of SOLs](https://cskb.qa.ebay.com/cskbapp/browse?categoryId=9056&channelId=SOLUTIONS&level=3&catchain=%7CCCR_SR_TOPIC%7C8006%7C9056)

fraudulent returns (incl.&nbsp;partial refunds)&lt;/a>&lt;/li> &lt;/li>&lt;/a>  
General - Member What happens if the member doesn't meet their responsibility? &lt;/ul>  
&lt;/li>If the buyer doesn't meet their responsibilities, they may: &lt;/ul> &lt;/li>Lose eligibility for a refund&lt;/li> &lt;/li>Lose an appeal&lt;/li> &lt;/ul> &lt;/li> &lt;/li>If the seller doesn't meet their responsibilities: &lt;/ul> &lt;/li>The buyer can ask eBay to step in&lt;/li> &lt;/li>The seller can receive a defect for a case closed without seller resolution &lt;/ul> &lt;/li>Defects can cause a seller account to fall in &lt;/a>

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1435"

target="\_blank"&seller performance level (for instance, from Above Standard to Below Standard)

- eBay may refund the buyer on behalf of the seller and later recoup the same amount from the seller. In some cases, the buyer may not be required to send the item back to the seller in order to receive the refund
- The seller won't be eligible for fee credits if we refund the buyer on behalf of the seller

What affects the refund amount? Remorse return

- Your refund depends on the seller's return policy
- US and CA: In most cases, the refund will be the total purchase price of the item minus original postage
- EU (including UK): Online buyers automatically receive a 14-day cooling-off period, unless the item is made-to-order or made-to-measure (custom made). During the cooling off period, the buyer is entitled to a full refund (including original postage), if they return the item
- Check the listing's return policy to find out:
- If the seller accepts remorse returns
- In EU (including UK), online business sellers (B2C sellers) are obligated to accept remorse returns
- Who pays for return postage
- SNAD return
- If you return an item because it's not as described, then your refund is your total purchase price including original postage
- The seller pays for the return postage charges
- Condition of return (partial refunds)
- B2C sellers who are not Below Standard) or eTRS Sellers who offer a 30-day or more return policy have the ability to deduct from the buyer's refund when an item is returned in a significantly different condition
- This applies to both SNAD and remorse returns
- A seller can choose to deduct a percentage or a monetary amount off the item cost
- eBay CS advises to go based on percentage as we have guidelines that help determine the amount to deduct from the buyers refund
- A seller can choose deductions of 5%, 10%, 15%, 20%, 25%, 30%, 35%, 40%, 45% and 50%, in line with

[href="https://cskbapp/art?page=content&id=GUIDE1093#guidance"](https://cskbapp/art?page=content&id=GUIDE1093#guidance)>eBay

guidance</a>, less than the original item cost when refunding the buyer</li> </li>The refund is deducted from the original transaction amount and sent back to the payment method used to make the purchase</li> </li>Sellers can see the partial refund option even if the buyer has not uploaded tracking in the return flow. This happens once the return status moves to 'ready to ship'</li> </li>Partial refunds may not be used to recoup for: <ul> </li>natural expectations in a return (item tried on for size etc.)</li> </li>return shipping recoupment</li> </ul> </li> </li>Partial refunds can no longer be used if the case has been escalated</li> </li>US and CA only: Sellers who list in one of the eligible categories can issue a partial refund to the buyer. However, if the buyer escalates for the remainder amount and the buyer is not risky, we will recoup from the seller (unless they are Top Rated or offer Free Returns and are not Below Standard)</li> </ul> Requirements for eligibility: <ul> </li>Seller must be eTRS AND offer 30 day returns</li> </ul> OR <ul> </li>Seller must be Above Standard AND offer free returns</li> </ul> eBay generated return labels <ul> </li>Return labels can be generated by eBay for domestic transactions only</li> </li>Labels must meet the eligibility requirements: <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1567&ViewLocale=en\_US#tp\_shippingx">Shipping/Postage</a> in Detailed information</li> </ul> Currency conversion <ul> </li>If you order an item from an international seller, you may be asked about currency conversion at checkout</li> </li>Selecting eBays conversion rate ensures that the same rate used at checkout will be used for your refund</li> </li>If eBay currency conversion was not selected, the conversion rate will be determined by your payment institution</li> </li>Without eBays currency conversion, the conversion rate for your refund may be different than the conversion rate at checkout</li> </li>For information about the currency used for refunds, see eMBG - Refunds > Detailed Information > <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1053#currency\_refunds"

<Currency of refunds</a></li> </ul> Questions about shipping labels </ul>  
</li>Go to <a  
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1007"  
target="\_blank">Shipping labels overview (USPS, UPS, and FedEx,  
refunds)</a> for general label questions, label specifics for carriers, voiding labels  
and information on packing slips</li> </ul> eMBG Policy questions Queries about eMBG  
Eligibility and Timelines </ul> </li>Go to <a  
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#EnforcementCriteri  
a" target="\_blank">eBay Money Back Guarantee Policy</a> > Enforcement Criteria to  
answer this type of questions</li> </ul> <a name="tp\_buyer"></a> Buyer queries  
Selecting the right reason type when opening a return Remorse return reasons: <table border="1"  
cellpadding="2" cellspacing="0"> <tbody> <tr> <td>Return Reason selected by the  
buyer on-site</td> <td>Corresponding return reason shown in Guided Judgment</td>  
</tr> <tr> <td>Doesnt Fit</td> <td>Wrong size</td> </tr>  
<td>Changed my mind</td> <td>No longer need item</td> </tr> <tr>  
<td>Found a better price</td> <td>Found better price</td> </tr> <tr>  
<td>Don't like it</td> <td>Ordered wrong item</td> </tr> <tr>  
<td>Ordered by mistake</td> <td>Ordered accidentally</td> </tr>  
</tbody> </table>   SNAD return reasons: <table border="1" cellpadding="2"  
cellspacing="0"> <tbody> <tr> <td>Return Reason selected by the buyer  
on-site</td> <td>Corresponding return reason shown in Guided Judgment case  
details</td> </tr> <tr> <td>Item is defective</td> <td>Defective  
item</td> </tr> <tr> <td>Doesnt match description or photos</td>  
<td>Not as described</td> </tr> <tr> <td>Received wrong item  
sent</td> <td>Ordered different item</td> </tr> <tr> <td>Missing parts  
or pieces</td> <td>Missing parts</td> </tr> <tr> <td>Arrived

|         |                 |                  |
|---------|-----------------|------------------|
| damaged | Arrived damaged | Arrived too late |
|---------|-----------------|------------------|

Buyer selected the wrong return reason

- If your item is not as described but you chose another reason when opening the return case, we ask that you continue to work with your seller. We cannot force them to cover the cost of return shipping
- In the future, ensure that you are selecting the most relevant return reason

One example would be choosing "Doesn't fit" as an indicator that the seller shipped the wrong size - this is meant to be a remorse return reason

- Internal Information
- US, CA, IE, UK : Where a buyer files a return with a 'SNAD' reason, but their comments show it is actually remorse, we must proceed with the return exactly as it is filed (i.e., work as SNAD)
- AU, FR, IT, ES, DE, AT, CH, BE, NL, PL: Once the buyer opens a return as SNAD, the teammate can treat the case as a remorse return if there is evidence within the case that they meant to open a remorse return
- DE, AT, CH, BE, NL, PL: In some cases the SNAD may not be obvious and a buyer may be asked to provide proof of SNAD (classic SNAD)
- Global: Where a buyer files a return with a Remorse reason, but they later come back claiming SNAD - we must proceed with the return as it was filed (i.e., we work it as Remorse - buyer is responsible for return postage, seller may be able to decline the return)

Buyer entered the wrong quantity for the return

- When opening a case for a multiple quantity listing, you are asked, "You have purchased more than one of the same item. How many did not arrive?"
- If you've entered an incorrect quantity, we can help you

- Internal Information
- If the case is in open status, the quantity can be changed through  
Guided Judgment in the Case details view
- If the case is in closed status, the member needs to contact Customer Service so it can be reviewed by the eMBG appeal team
- If the timeframe has passed for member to appeal, the member will not be eligible for it
- In this case, encourage the member to work with their trading partner

Buyer didn't mean to open a return

If you don't actually need to return the item, you can close the case through your Purchase History

There will be no negative consequences for the seller when you close a case this way

Buyer cannot open a return ("blocked")

You are not able to request a return if all 3 of these time frames have passed:

- The seller's stated return policy
- The eBay Money Back Guarantee filing window
- The window to file a return request (the time for an item to be archived from Purchase History - usually 90 days)

You also cannot request a return if you have already filed a claim through PayPal Buyer Protection or a chargeback with your payment provider

Buyers return request timed out

The return request is closed as the given time frame to return the item to the seller has passed

Buyers are sent emails, including reminder emails, about the next steps to be taken during a return. In this case, the emails gave a date by which the item needed to be returned to the seller

We expect both buyers and sellers to adhere to our timelines

Unauthorized return

We hold a seller accountable for a refund if the item is returned under 1 of these conditions:

- You contacted the seller within their stated return policy window to ask for the return, and they didn't respond
- The seller or eBay gave you authorization in writing (in the case and/or eBay messaging) to return the item before you posted the item back
- Buyer filed a chargeback

Since you've already asked for a credit card refund, you'll need to continue to work with your credit card company to be refunded for this transaction

For future transactions, keep in mind that when you purchase items on eBay with a credit card you may be covered by the eBay Money Back Guarantee

Buyer purchased on non-eligible site

EMBG coverage is not available on the eBay site on which you've purchased this item.

If you can't resolve the issue with the seller, I recommend contacting your payment services provider.

Internal Information

If a member has an INR or return issue with a purchase on a non-eligible eMBG



site, do not transfer them.</li> </li>Direct the member to contact their payment services provider.</li> </li>Eligible eMBG sites can be found <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#section1.1">here</a>.</li> </ul> Buyer: on which site is case adjudicated? </ul> </li>When you purchase an item on an eBay site with eMBG protection, case adjudication must take place within that eBay site.</li> </ul> Internal Information Phone/chat contacts </ul> </li>If an English-speaking member needs to be transferred to another English-speaking region, transfer the phone/chat contact.</li> </li>If an English-speaking member needs to be transferred to a non-English speaking region or vice-versa, create an offline SR then transfer.</li> </li>Do not transfer a member to a region that does not speak their language.</li> </ul> <br> Email contacts: </ul> </li>Transfer to relevant eMBG site for adjudication. </li> </ul>   <a name="tp\_SNADphotos"></a> Requiring photos for SNAD returns Why do I have to upload a picture when I request a "not as described" return?  </ul> </li>We want to provide the seller with as much information as possible so they can quickly resolve the issue for you.</li> </li>Providing a seller with photos showing the condition of the item can help them resolve the issue quicker.</li> </ul> Why should I submit a photo when a photo won't provide proof of my issue? (e.g. a cell phone's sound doesn't work, a missing part, etc.)  </ul> </li>Any additional information you provide can help you and the seller reach a resolution quicker. Some options include: </ul> </li>Taking a photo of any error messages.</li> </li>Taking photos of all the parts you received in the package.</li> </li>Sharing photos that demonstrate the process you took so your seller can help you troubleshoot the issue.</li> </ul> </li>A photo may not show clear proof of your issue and that's okay, be sure to provide a clear description with any photos you upload.</li> </ul> I can't upload a photo to the return request, what can I do?  </ul> </li>We understand that not everyone is able to upload photos online. I can open a return for you to avoid having to upload a photo.</li> </ul>

Internal Information <ul> <li>Teammates can file a return through Guided Judgment, choosing the best return reason that matches the buyer's issue</li> </ul> <a name="tp\_seller"></a> Seller queries Why have a return policy (benefits) All sellers (C2C and B2C): <ul> <li>Buyers are more comfortable shopping with sellers who accept returns, even though most buyers will never return an item</li> <li>We've found that items that have clear return policies typically sell better than items that don't</li> <li>We require all sellers on eBay to specify a return policy, whether the policy is to accept returns or not</li> <li>If you choose not to offer returns, keep in mind that the eBay Money Back Guarantee still applies. Your seller standard may be affected if a buyer requests a return should the item not match the listing description</li> </ul> B2C sellers: <ul> <li>US and UK only: A generous return policy can help you qualify for Top Rated Plus and attract more buyers</li> <li>EU only: The EU Consumer Rights Directive obligates sellers to accept returns if the buyer requests a return within the 14-day cooling off period</li> </ul> How and when are final value fees or other eligible transaction fees credited? A credit for the variable component of the final value fee (and any other eligible transaction fees) will be added to the sellers Available funds automatically if all of the following are true: <ul> <li>The seller voluntarily issued a full or partial refund to the buyer <ul> <li>When the buyer is issued a partial refund, the sellers eligible fee credits will be proportional to the amount that the buyer is refunded. For example, if the buyer receives a 20% refund of the total amount that they paid for their order, then the seller will be credited 20% of the eligible fees that they were charged</li> </ul> </li> <li>The seller refunded the buyer within the eBay flows</li> </ul> The \$0.30 per order fixed amount will only be credited when: <ul> <li>The seller fully refunds the order when the buyer requests a return for any of the 'remorse' return reasons (US, CA, AU only - seller does not have to refund original shipping), or</li> <li>The seller uses the Send refund flow on eBay to fully refund all items in the order, plus original shipping</li> </ul> The per order fixed amount will not be refunded in any of the following situations: <ul> <li>The seller issues a partial

refund for any reason</li> <li>The buyer had requested a return for a SNAD reason</li> <li>The refund is for an INR and the seller refunded through the INR request</li> </ul> Sellers can find examples of fee credit calculations and information on other eligible fees on the <a href="https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128" target="\_blank">

Fee credits</a> help page. The fees are not credited if any of the following are true: <ul> <li>The seller refunded the buyer outside of eBay</li> <li>eBay stepped in to help, and the case was closed with a full or partial refund to the buyer </ul> <li>Exception: If eBay steps in to help with a return for an eBay Authenticity Guarantee item that is returned through the authenticator, the seller will be eligible for fee credits if the buyer is refunded</li> </ul> <li>The seller deducted a portion from the buyers refund because the buyer returned the item used or damaged (it only applies to seller who have access to deduct an amount from the refund)</li> </ul> The seller does not accept returns UK and FRITES cooling off period When the eMBG policy overrides a seller's return policy <ul> <li>Even if a seller's return policy says they don't accept returns, buyers can still open return requests</li> </ul> US and CA: <ul> <li>If the buyer has changed their mind or made a mistake when ordering the item, they can request a return. </ul> <li>The seller's returns policy applies</li> <li>The seller doesn't have to accept it</li> <li>If the seller does accept the return, the buyer may need to pay return postage costs</li> </ul> <li>UK cooling off period:&nbsp; <ul> <li>Due to legislation on distance selling,&nbsp;buyers who purchase from business/B2C sellers are entitled to a 14 day 'cooling off' period (i.e., they can tell the seller they changed their mind and want to return the item for a full refund) </ul> <li>Exceptions: If the item is made to measure, underwear or earrings, the buyer cannot simply 'change their mind'</li> </ul> <li>Once the 'change of mind' return has been filed, the buyer has another {TIME\_BUYER\_SHIP\_RETURN\_ACCEPTED\_SELLER\_FACING.EN\_US} to return the

item</li> <li>Then,&nbsp;the seller must refund the buyer within 2 business days of receiving the goods back</li> <li>The refund has to include original postage cost (except surcharges for express delivery services that were ordered by the buyer)</li> </ul> FRITES cooling off period:&nbsp; <ul> <li>Due to legislation on distance selling, a business seller must offer a refund to customers if the seller was told within 14 days of the buyer receiving their goods that they want to return the item for a refund</li> <li>Sellers are not required to accept returns for remorse from buyers who purchased for business reason&nbsp;</li> <li>The buyer has another 10 business&nbsp;days to return the goods once they've told the seller they want to return the item for a refund</li> <li>Then, the seller must refund the customer within 2 business days of receiving the goods back</li> <li>Sellers are not required to accept returns on <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520#section4.1">some items</a> e.g. foods, personalized items, items unsuitable for hygienic reasons</li> </ul> DE cooling off period: <ul> <li>Due to legislation on distance selling, a business seller must offer a refund to customers if the seller was told within 14 days of the buyer receiving their goods that they want to return the item for a refund<br> Note: Sellers are not required to accept returns for remorse from buyers who are also a business entity</li> <li>The buyer has another 14 days to return the goods once they've told the seller they want to cancel the purchase</li> <li>Then, the seller must refund the customer within 2 business days of receiving the goods back</li> <li>The refund has to include original shipping cost (except surcharges for express delivery services that were ordered by the buyer)</li> <li>The buyer doesn't have to provide a reason for the return</li> <li>Some items can be excluded by the seller e.g. foods, personalized items, items unsuitable for hygienic reasons.<br> See eMBG Policy & Enforcement Criteria & <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520#section4.1" target="\_blank">4.1 Returns</a> & Local legislation</li> </ul> All eMBG regions

- eMBG policy overrides: 

- If the item is damaged, defective, or doesn't match the listing description, the buyer is covered by the eBay Money Back Guarantee
- This overrides seller's returns policy
- Sellers must accept the return
- Sellers pay for return, replacement or exchange shipping if there's a problem with the item

Seller is concerned about the impact on their seller performance standards (defects) 

- A return counts as a defect when you're not able to resolve the issue with your buyer, and eBay is asked to step in, and we resolve the issue in favor of the buyer

Seller funds are on hold 

- Why are funds on hold?
- When will the hold be removed?
- Can the hold be removed?

Funds are held when a return request is first opened (for both remorse and SNAD reasons) to protect both parties (buyer and seller) 

- When the request is sent outside both the seller's return policy and the eMBG coverage window, the funds will not be held until the seller accepts the return
- The temporary hold isn't meant to be a penalty. It's simply meant to enable a quick refund for your buyer
- When a buyer initiates a return, they're saying they want their money back
- Placing a temporary hold on the funds effectively sets that money aside so it can be refunded to the buyer

Internal Information 

- We don't place temporary holds on returns or open eMBG requests for Top-Rated Sellers (until the return or the eMBG request is escalated)
- If a business seller wants to know how to avoid these holds, you could have a discussion with them about <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1378>

working to achieve Top-Rated Seller status

Restocking fee elimination 

- eBay has eliminated restocking fees to better align to buyer expectations
- We've found that restocking fees aren't industry standard practice, for instance when returning an item within store or to major retailers

Seller asks why they no longer get a courtesy for returns stolen from porch

- We provided coverage in the past as a courtesy to our members
- The tracking shows the item was delivered so we were unable to provide coverage

Buyer used an eBay label on the return. Seller can't contact the carrier to file a claim (stolen from porch)

- Most carriers do not pay out on insurance if the item was successfully delivered, unless the carrier mis-delivered the item
- I would recommend checking with your neighbors, around your home, and contacting the police

Seller angry about issuing refund when they haven't received the return (stolen from porch)

- I would recommend getting in contact with the carrier as well as your neighbors
- Sometimes the items are delivered to them if you are not home

Return reasons Why can't we change the buyer's return reason?

- The eBay Money Back Guarantee promises buyers a worry-free shopping experience.

When a buyer isn't satisfied with a purchase, sellers sometimes want to dispute the buyer's selected reason for returning the item

- In order to keep up with buyer expectations, we need to provide a better experience for buyers
- To create a better buying experience, we are no longer changing the buyer's selected reason for a return

Internal Information

- The return is solely based on the reason the buyer selected when filing the return. This is true for both buyer and seller.
- We will not make special exceptions for buyers who misfiled their return. For example: we will not force the seller to accept a Remorse return that the buyer later says is SNAD.
- Similarly, we should not refund the buyer return postage if they filed as Remorse, but later claimed it was SNAD.

I don't agree with the buyer receiving a full refund

- We are aware that sellers are looking for more control over returns for their business. If you are open to providing free returns (as long as you are not Below Standard) on your listings or achieve Top Rated Seller status, you'll have the ability to offer a partial refund when any returns come back damaged or with missing parts

<li>We can look at the eligibility to receive a courtesy to help cover some of the loss if the item was used or damaged (See <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1520#section11.2">eMBG Policy &nbsp;11.2 Courtesy refunds</a> for more information)</li> </ul>

  Why do I have to pay for the return shipping when the buyer clearly has remorse? </ul>

<li>Responsibility for return shipping costs will depend on the return reason selected</li>

</ul>   eBay only helps the buyers. You don't help the sellers, and we're the ones paying your fees! </ul> <li>As a business platform, we always strive to balance the needs of buyers and sellers</li> <li>We have found that a more simplified returns process helps strengthen buyer confidence in our platform. This drives more buyers to eBay, and ultimately to our sellers, driving more sales for you</li> <li>If you find a pattern of returns for reasons you don't agree with, please take this as an opportunity to explore options to improve your descriptions regarding the quality or use of your items. There may be buyers who are genuinely confused and may need additional information to determine whether your item is right for them. You can help buyers make informed decisions about a purchase and avoid returns</li> </ul>

  Why was this change not communicated? Why was I not made aware of this? </ul>

<li>This is a change to an internal process, not an external policy. We constantly improve our internal processes to meet the needs of our members. The efforts to uphold protections align with the standard expectation of coverage options in eBay Money Back Guarantee</li>

<li>Sellers have contacted us more frequently over the past several months to dispute the return reason selected by the buyer</li> <li>eBay is not a dispute resolution service. We are here to help buyers and sellers feel confident when using eBay</li> <li>We expect sellers to provide excellent service to their buyers, regardless of return reason</li> </ul>     Automation (Automatic opening, escalating, and/or closing of a return)  Automation - returns and refunds Internal Information </ul>

<li>The <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1643">

target="\_blank">Automation - returns and refunds</a> guide is the primary resource for answering questions related to our automation of opening, escalating, and closing returns</li></li>Below are a few of the more frequently asked questions regarding returns and automation. If your answer is not found here, be sure to check the <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1643"

target="\_blank">Automation</a> guide</li></ul> Remorse return - Why was the return automatically accepted? <ul><li>eBay automatically accepts a remorse return on behalf of a seller when all&nbsp;of the following are true: <ul><li>Returns are accepted for the listing</li><li>The buyer selects a remorse reason</li><li>The buyer is responsible for return postage</li><li>The transaction was domestic</li></ul></li></ul> SNAD return - Why was the return automatically accepted? <ul><li>We automatically issue an eBay return label if all&nbsp;of the following are true: <ul><li>The buyer opened a return request</li><li>The seller is responsible for return postage costs</li><li>The seller doesn't respond within the open return</li><li>An eBay label is available based on the item's weight, dimensions, and buyer's address</li></ul></li></ul> Seller is upset the return was escalated and closed immediately after the SMIR period expired <ul><li>Return requests are there to help facilitate returns on eBay. It's important to communicate with your buyer so they understand the next steps</li><li>Since there was no communication between you and your buyer through the return, and no resolution was offered, we have decided to close the case without requiring the buyer to return the item</li><li>In the future, ensure you're communicating with your buyer within the return flow and provide a resolution with 3 business days after a return request is opened</li></ul> Seller says they didn't respond to other cases, however those were not immediately closed after the SMIR period <ul><li>While other returns may not have been closed out immediately after the Seller Make It Right period, we are making every effort to provide a streamlined shopping experience for both the buyer and seller</li><li>As a seller, you're



given 3 business days to resolve the issues with your buyer

- If, at the end of that time, you and your buyer are unable to come up with a resolution, eBay may step in to provide a solution

The seller responded within eBay messages

- Communication about the return must be done within the open return flow

If you communicate there, we know that you are working with your buyer on the return request

- Seller would prefer to communicate with buyer prior to the automatic acceptance of the return
- We understand and appreciate you wanting to provide options and information to your customer
- You can update your listings to encourage your buyers to contact you in eBay messages if they have questions or concerns about the item when they receive it
- If you'd like to offer a replacement or exchange, you can still reach out to your buyer. For example, you could say, "I see you started a return. I have (xyz) available in this listing. Would you like to repurchase?"
- Seller is concerned about the return address
- If you've saved a primary return address within your My eBay addresses section, this will be the address we'll use when we ask your buyer to return the item
- If you have not entered a primary return address, then your return address is the registration address selected in your account
- If you have a secondary return address in the buyer's country, eBay will instruct the buyer to return the item to that address
- If you would like to route items to different addresses, you can set up an automated "accept a return" rule in your Return preferences
- Using Return preferences, you can set up lists of up to 500 items. The list of items can be used to automate returns to a specific return shipping address

Internal Information

- See Instructions/Steps to resolve Seller queries
- Set up auto-disposition for returns (return automation rules)
- Return request is still open after deadline given in email
- Starting April 1st, 2020, we will no longer close returns early at the request of a seller when the buyer hasn't shipped the item back. Instead, we will wait to ensure buyers have sufficient time to provide proof items they requested to return were sent back. If we don't receive

proof of shipment from your buyers while the return requests are active, we will protect you from receiving and negative or neutral feedback left on that transaction

- <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1643> Please see GUIDE1643 for more information about automation closure timeframes

Other problems that sellers experience with returns

The seller did not get the item back

- Buyer paid for the return shipping: The buyer is responsible for the item to be delivered (unless seller had an incorrect address on file)
- The buyer will not be refunded if the item is not received by the seller
- See <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1520#EnforcementCriteria> eMBG Policy Enforcement Criteria 6.1 for a description of valid proofs of delivery
- Seller paid for the return shipping: If a buyer posted the item, they will be refunded even if the item is not received by the seller (in this scenario, the seller is responsible for the delivery)
- The seller accidentally refunded the buyer
- If a voluntary refund is issued by a seller, the case closes out and we have no way to reverse that refund for them
- A refund should never be issued until it is needed to resolve the issue
- We can suggest that the seller work with the buyer directly over messages to have the item returned outside of our coverage.
- Seller concerned eBay provided the buyer with the wrong return address
- I've reviewed the details of the return, and it looks like the system defaulted to an earlier address. This was because either no return shipping address was on file, thus defaulting to the registration address, or you didn't select make primary when you updated your return address
- You'll need to select make primary when you update your return address to ensure it's the main return address for buyers
- Let me walk you through how to do this
- Note: The seller cannot update their return address on an open return unless they are prompted to do so

The buyer filed a chargeback

See

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1567&ViewLocale=en\\_US#DetailedInformation](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1567&ViewLocale=en_US#DetailedInformation); Detailed Information

- Interactions with other cases in this same article
- The seller has a problem with the photo(s) the buyer provided. (e.g. not the seller's item, the buyer damaged the item, the photo doesn't show the issue)
- The photos are meant to help you solve problems related to your buyer's reason for returning the item. You might find that the problem can be resolved without a return which can save you time and money.
- It can be hard to tell how an item was damaged with a photo, but we ask that you do your best to resolve the issue.
- We always recommend communicating with your buyer to clear up any questions you have about the photos they submitted.
- Once you have the item back, inspect it and contact us within 2 business days with any issues prior to issuing a refund.

[tp\\_faultyAlteredItemsAndFraudulentReturns](#); Used or damaged, altered items, and fraudulent returns, (incl. partial refunds) Used or damaged, altered items, and fraudulent returns - guidance Used or damaged return, altered item, fraudulent return A used or damaged return occurs when a seller claims their item was returned damaged in some way or missing parts.

See

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1811](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1811); GUIDE1811 - Refund deduction policy; for eligibility information

- An altered item occurs when a buyer alters the item in a way that was not necessary to determine SNAD.
- Example: Buyer wears a pair of shoes for a day and determines they do not fit comfortably.
- Note: eMBG Policy considers an altered item to be a type of Used or damaged return
- A fraudulent return occurs when the buyer substitutes the original item with something else. Internal Information
- If the seller has a risk issue (listed below) on their account, they will not qualify for eMBG protection for fraudulent returns:
- High Risk: 419, 188, 384
- Indefinite suspension: 233, 305
- Multi-Account restriction: 387, 122

<li>Fraud Risk: 49, 172</li> <li>Below Standard (BStd): 181, 224</li>  
</ul> </li> </ul> Use the following information to guide your conversation with the seller: Business plan <ul> <li>While issues such as damaged&nbsp;or fraudulent returns are very rare, every successful business plans, budgets and prepares for stock loss</li> <li>If a seller sold items in&nbsp;a brick-and-mortar store&nbsp;they would need to budget for damaged/stolen items. Selling online is no different</li> <li>Most of the monthly budget that sellers set aside for these instances will inevitably go back into their overall end-of-year profits as these issues are infrequent.</li> <li>Refer to the Seller's Dashboard and review their returns rate and overall transaction count to set some perspective</li> <li>The seller should look at the average selling price for their items, and use this as a basis for calculating the amount they should set aside each month</li> </ul> Business growth <ul> <li>Focus on the bigger picture. What does the seller need to do to grow their&nbsp;business and increase revenue to help them be better prepared for any issue?</li> <li>What does the seller need to do to be Top Rated and take advantage of the Premium Discount?</li> <li>Check the Seller's Dashboard and talk through what they feel are the issues preventing them from being Top Rated </li> <li>The seller can gain an extra 10% discount on their final value fees, which is money that could be used to fund their losses budget</li> <li>More information on becoming Top Rated can be found under <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1435" target="\_blank">Seller performance standards</a>.</li> </ul> </li> </ul> Seller protection <ul> <li>Inform the seller that as a result of the reports on buyers, our Buyer Risk Management team investigates accounts daily and removes accounts that are deemed&nbsp;risky </li> <li>More information on reporting a buyer can be found under <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1043" target="\_blank">Report a member</a>.</li> </ul> <li>Inform the seller that they can block this buyer by adding them to their Blocked Bidders list </li>

&lt;li>More information on blocking buyers can be found under &lt;a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1022" target="\_blank">Managing bidders and buyers&lt;/a>&lt;/li> &lt;/ul> &lt;/li> &lt;/ul>

Customer's experience on site Returns can be a painful experience for many of our sellers. Here are some tips to help you de-escalate the contact. &lt;ul> &lt;li>Ask if they have ever experienced this issue before. The benefits of doing this are: &lt;ul> &lt;li>Gets the seller talking more about their overall experience on site&lt;/li> &lt;li>If this is the first time this has happened to them, there is so much value you can add: &lt;ul> &lt;li>Business plan&lt;/li> &lt;li>Business growth&lt;/li> &lt;li>Seller protection&lt;/li> &lt;/ul> &lt;/li> &lt;li>If this has happened to them before, ask them to talk about that experience. This will allow you to set better context on the why. Important if the outcome this time is different&nbsp;&lt;em>now&lt;/em>&nbsp;to what it was&nbsp;&lt;em>before&lt;/em> &lt;ul> &lt;li>Review the seller's dashboard&lt;/li> &lt;li>Check their returns rate, and transaction count&lt;/li> &lt;li>Do they have good feedback?&lt;/li> &lt;/ul> &lt;/li> &lt;li>Use all that information to de-escalate: &lt;ul> &lt;li>You have sold X number of items and I can see that you have Y number of returns, it's great that you have such a low returns rate&lt;/li> &lt;li>As you can see these types of issues are rare, that is why we are here to support you&lt;/li> &lt;li>I can see by your great feedback that you must offer great products and service to your buyers&lt;/li> &lt;/ul> &lt;/li> &lt;/ul> Our position as the selling platform Trust &lt;ul> &lt;li>We facilitate the sale&lt;/li> &lt;li>We do not have the item in our possession at any stage of the transaction so are unable to verify condition&lt;/li> &lt;li>There is an element of trust involved. The same as when you as the seller list an item, we cannot verify that it is, as listed. But we trust that you have listed the item truthfully.&lt;/li> &lt;li>We are not doubting your honesty. That is why returns are no longer counted as defects as we understand they are part of doing business.&lt;/li> &lt;/ul> Cost to the business &lt;ul> &lt;li>If we covered every single instance of damaged or fraudulent return we would not be running a profitable

business

- Covering these types of costs would mean an exponential increase in fees, and exposure to fraud
- To keep the cost of listing items down, and to make this site as attractive as possible for your potential buyers, we expect our sellers to burden some of the unexpected costs associated with selling

Used or damaged returns

See

<a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1789#TalkingPoints">

Enhanced seller protections: Refund deduction option for returns and shipping label credits for False SNADs

for talking points about used or damaged returns. Seller asks why they get a defect for giving the buyer a partial refund

The buyer reported the item was not as described when they received it

To give the buyer a partial refund after the case has been escalated, we need to close this in a way that results in a defect

Don't worry, the defect will be removed within the next few days. It won't have an impact on your account when we finalize your seller standards for the month

Seller asks why they are required to take a return when the buyer admits to altering the item

eBay Money Back Guarantee promises a worry-free shopping experience

Buyers who abuse eMBG should be reported. You can do this by Reporting a Buyer through the Returns or Cancellations flow in Seller Hub or by going to

<a href="https://spd.ebay.com/RBASellerHub"

target="\_blank">https://spd.ebay.com/RBASellerHub

By achieving Top Rated Seller status or offering Free Returns (and are not Below Standard), you'll have the option to issue a partial refund when an item is returned damaged

Seller asks why they only get to keep 50% when the buyer completely damaged the item

We understand the item wasn't returned in the same condition

Because of this, we recommend refunding up to 50% of its value

There is still some retail value in the item even when it is returned damaged

<a name="tp\_FalseSNAD">

False SNAD More talking points for False SNAD can be found

in

&lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1789#TalkingPoints"

target="\_blank"&gt;Enhanced seller protections: Refund deduction option for returns and shipping

label credits for False SNADs&lt;/a&gt; Seller reported the buyer for claiming the item was not as

described when that wasn't true, but has yet to receive the return shipping subsidy &lt;ul&gt;

&lt;li&gt;If the return qualifies for a return label subsidy, it will automatically be applied on your next

monthly financial statement after&nbsp;reporting the buyer&lt;/li&gt; &lt;li&gt;If the return&nbsp;label

subsidy was not applied, the return does not qualify for a subsidy or you've reached the maximum

amount for label subsidy&lt;/li&gt; &lt;/ul&gt; &nbsp; &lt;a name="tp\_FSNAD"&gt;&lt;/a&gt; Forced

Return / Forced SNAD / FSNAD What is Forced Return / Forced SNAD / FSNAD / FSR? &lt;ul&gt;

&lt;li&gt;Forced Return is where eBay has been asked to step in, and we decide it's best to

'force'&nbsp;the buyer to return the item to the seller in exchange for a full refund&lt;/li&gt;

&lt;li&gt;Guided Judgment will automatically check if the item qualifies for a label or not, and provide

the teammate with the appropriate option&lt;/li&gt; &lt;/ul&gt; FSNAD process

and&nbsp;timeframes&nbsp; &lt;ul&gt; &lt;li&gt;Once we drop the FSNAD package at escalation,

the buyer will have 10 business days to get the item in the mail and show an acceptance

scan&lt;/li&gt; &lt;/ul&gt; &lt;ul&gt; &lt;li&gt;Internal Information&lt;/li&gt; &lt;li&gt;In our

communication with the buyer, we tell them they have 7 business days&lt;/li&gt; &lt;li&gt;Our system

actually allows 10 business days&nbsp;to account for buyer delays, or delays in acceptance scans

and to account for clock vs. calendar days&lt;/li&gt; &lt;/ul&gt; &lt;ul&gt; &lt;li&gt;At the end of the

timeframe, a couple of checks take place: &lt;ul&gt; &lt;li&gt;If the buyer hasn't added tracking or

taken any action, the return will time out&nbsp;&lt;/li&gt; &lt;li&gt;Where the buyer has uploaded

tracking, an SR will be automatically created and served up to a teammate for review&lt;/li&gt;

&lt;/ul&gt; &lt;/li&gt; &lt;li&gt;At teammate review: &lt;ul&gt; &lt;li&gt;Once tracking shows delivered,

we check to see if the seller has issued a refund&lt;/li&gt; &lt;li&gt;Where a refund has been issued,

we can close the case without any further action&lt;/li&gt; &lt;li&gt;If the seller hasn't refunded

however, we will issue the refund on their behalf (and recoup the funds from them)</li></ul> </li> </li>There are instances where automation does not occur. When FSNAD expires or if the buyer contacts and tracking shows delivery, it may require the case to be adjudicated (follow Guided Judgment)</li> </li>We do not allow the seller 2 business days to issue a refund since the return has been escalated and ebay has stepped in to resolve</li></ul> What are the eligibility requirements to drop FSNAD with label? </ul> </li>See label requirements in &nbsp;</a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1567&ViewLocale=en\_US#tp\_shippingx">Shipping/Postage</a>&nbsp;in Detailed Information</li></ul> What FSNAD packages exist and what do they mean? </table border="1" cellpadding="1" cellspacing="1"> <tbody> <tr> <td>FSNAD No Label No Defect</td> <td>No label will be sent to the buyer, and no defect will be given on the sellers account unless the case is later closed as Buyer Wins Seller Fault (example: item shows delivered, teammate adjudicates case)</td> </tr> <tr> <td>FSNAD With Label No Defect&nbsp;</td> <td>A label will be provided (Guided Judgment will check eligibility and recommend this package) and no defect will be given on the sellers account unless the case is later closed as Buyer Wins Seller Fault</td> </tr> <tr> <td>FSNAD No Label With Defect</td> <td>No label will be sent and the defect will remain on the sellers account</td> </tr> <tr> <td>FSNAD With Label With Defect</td> <td>A label will be provided and the defect will remain on the sellers account</td> </tr> </tbody> </table> What happens when the seller emails the buyer or calls them multiple times, trying to arrange for collection? </ul> </li>There is no change in how we adjudicated these scenarios</li> </li>Refer to </a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520#section6.1">GUIDE1520 Section 6.1 Valid Proofs</a>&gt; Proof that the seller facilitated the means to return an item to validate the correct scenarios</li> </li>Examples: </ul> </li>If the seller



provided a label, but the buyer never used it, then ideally the return would time out. If it's escalated by the buyer, we would drop FSNAD no label. If its escalated by the seller and the timeframe to return has expired, we would close Seller Wins

- If the seller arranged a time for collection, the seller arrived at the right time at the right address, but the buyer wasn't there, then we would apply a FSNAD package and ask the buyer to arrange return at their own expense
- Seller escalates due to buyer being unresponsive/uncooperative and seller hasnt yet been able to facilitate the return

We apply a FSNAD no label

- How do we close the case if the seller is trying to facilitate, but the buyer is uncooperative?

We would drop 'FSNAD no label' to force the buyer to return the item

- If the buyer does not return the item or cooperate with the seller, the return may be closed without a refund (once FSNAD has expired)

After escalation, if the item is SNAD and eligible for an eBay label, do we use FSNAD with label?

- If the buyer has not returned the item within the timeframe allowed per region and the seller is escalating, we may close as Seller Wins
- If the buyer has not returned the item within the timeframe allowed per region and the buyer is escalating, we will drop 'FSNAD with label' to force the buyer to return the item for a refund

What happens if a SNAD return is escalated and the seller hasn't yet provided return postage? Will we run FSNAD or give the seller more time to facilitate the return postage?

- Follow Guided Judgment
- For the majority of basic SNAD returns at escalation, Guided Judgment will ask if the seller facilitated the return postage
- If the seller hasn't, then Guided Judgment will recommend we drop FSNAD no label with defect

What happens if the return postage provided was insufficient?

- That depends on whether or not the buyer provided an estimate for postage
- If the buyer provided an estimate for postage, then the buyer can make up the cost and resend. If the buyer doesn't do this, we'll side with the seller
- If the buyer did NOT provide an estimate for postage, we'll use the FSNAD process to ask the seller to

provide a return shipping label and place the case on a 5-day hold

- Note: The emails will be sent to the buyer and seller automatically by Guided Judgment

Can the seller still issue a refund if they get the item before the 10 business days FSNAD expires?

- Sellers are not able to issue a refund once the case has been escalated to eBay. Since FSNAD is an escalation package, the sellers ability to refund no longer exists and eBay must adjudicate the case

Can FSNAD be removed/overridden?

- Once FSNAD has been dropped, it cannot be changed or interrupted. Teammates must follow through with FSNAD

Email communication goes out to both parties with next steps and timeframes, which is why we cannot break FSNAD

- If a teammate goes against Guided Judgment and breaks or interrupts FSNAD, the seller may contact to complain and provide proof that eBay messaging told them different timeframes. This puts us in a really difficult position where we might have to 'no fault'

Shipping and tracking, including customs Seller was billed for a return label (SNAD)

- You are charged for SNAD returns on your monthly financial statement

For returns where the item was not as described, if a seller doesn't provide the buyer with a return shipping label, we provide the buyer with one. We then bill the seller for the same amount

- Who pays for return shipping? Remorse returns: The seller's preference set in the listing will determine who pays return shipping

If not specified by the seller, the buyer will pay return postage on remorse returns (US & UK only)

Buyers can choose to purchase a label directly from the carrier of their choice, or have the cost of the label deducted from their refund (US & UK only)

If the order was from a managed payments seller, the label cost will be deducted from their refund (US & UK only)

If the seller offers Free Returns, the seller will pay return postage on returns

- SNAD returns: The seller pays for the return shipping (DE only) Note: The buyer is required to return the item at his

own expenses, if the seller denies the return and the buyer is not eligible for an eBay shipping label.

- SNAD returns when an eBay label cannot be provided:

Talking Point (Buyer):

- Please be aware that it's the seller's responsibility to work things out and arrange for the item to be returned
- If the seller asks you to pay for the return and be reimbursed later, be aware that you do this at your own risk
- The seller may also respond by issuing a full refund instead of approving a label and processing a return. If a full refund is issued, the return case is closed

Important for all returns:

- Being responsible for the return shipment includes:
- Responsibility for paying the costs of return shipping
- Accountability for any issues, like the returned item becoming lost in transit

In general, whoever physically pays for the return label is responsible for making sure the item arrives at its destination

- If the seller gives the buyer money to purchase the label, it is the buyer who is responsible for the return (the buyer has the opportunity to choose the shipping carrier, insurance, signature confirmation, etc.)
- If the seller did not provide enough funds for tracking (insurance and signature, if applicable), the buyer needs to let the seller know if they want to either proceed without the requested info, or the seller needs to send more money.

Internal Information

- Sometimes, an eBay return label cannot be provided because the item or transaction is not eligible. To learn more about eligibility for an eBay label, see Detailed Information

Shipping/Postage

- FR, IT, ES:
- eBay labels are not available for SNAD requests
- FR, IT, ES should use manual label flow

See the

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1551>

Manual label process for escalated SNAD returns

article for more information (this GUIDE is available for FR, IT, ES only)

- Adding insurance or signature confirmation to eBay return labels
- Insurance isn't available

for return shipments through eBay</li> </li>DE Only: DE return shipping labels from DHL or Hermes include shipping insurance up to an item value of 500 Euro.</li> </ul> Not enough postage for return shipping (return postage insufficient) </ul> </li>To calculate the return shipping cost, we use whatever data is available, in this order: </ul> </li>The original tracking information</li> </li>The details provided in the listing</li> </li>An estimate based on similar listings on eBay</li> </ul> </li> </li>If the return shipping is insufficient, item will be returned to sender, and seller will need to rearrange shipping for the buyer </ul> </li>This doesn't apply for returns in which buyer is responsible for return shipping</li> </ul> </li> </ul> Customs fees </ul> </li>If customs fees are due on a returned item, the seller is responsible for paying them</li> </li>If eBay refunds the buyer on the seller's behalf for an item that was shipped through eBay International Shipping (eIS), the buyer will receive a full refund, including any customs fees</li> </li>If an item was not shipped through eBay International Shipping (eIS), the seller is not obliged to refund any customs fees paid by the buyer </ul> </li>If a buyer in the scenario described above wants their customs fees refunded, advise the buyer to contact their country's customs office</li> </ul> </li> </ul> Customs fraud </ul> </li>It's illegal to falsify customs forms or mark an item as a "gift" to avoid customs fees</li> </li>If a member should ask or offer to do this, please report them to us</li> </li>If the seller asks the buyer to understate the value of the item or mark it as a gift to avoid customs fees and the item isn't delivered, the seller is no longer covered under the eBay Money Back Guarantee. The same applies to the buyer if they commit customs fraud on a return </ul> </li>Note: If the seller asks the buyer to mark the parcel / envelope as a "return," the seller won't have to pay customs charges</li> </ul> </li> </ul> The return address is a PO Box</li>a name="poboxesTP"></a></li> </ul> </li>Not all carriers deliver to PO boxes </ul> </li>USPS: yes</li> </li>FedEx: no</li> </li>FedEx SmartPost: labels through eBay do not support PO boxes at this time</li> </li>UPS: yes (if you need to ship to a PO Box, be sure to include

recipient's telephone number on label)</li> </li>Canada Post: yes</li> </ul>  
</li> </li>Sellers should avoid PO boxes as return address</li> </ul> Arranging for  
collection of a return item </ul> </li>Buyer contacting us: </ul> </li>If your seller is  
responsible for return shipping, you will need to wait for the seller to contact you to arrange  
collection </ul> </li>If your seller refuses to arrange collection, you can ask us to step in  
after the SMIR period is over</li> </ul> </li> </li>If you're responsible for return  
shipping, you can arrange the service on your own</li> </ul> </li> </li>Seller  
contacting us: </ul> </li>If you are responsible for return shipping, you will need to organize  
the courier service </ul> </li>If you choose not to organize the courier service, be aware that  
your buyer may ask eBay to step in and help. If we close the request in your buyer's favor, you may  
lose the item and the funds, and also get a defect</li> </li>We strongly recommend that  
you consider arranging collection during the seller make it right period</li> </ul> </li>  
</ul> </li> </ul> </li><a name="tp\_AbandonedReturns"></a> Abandoned returns  
(US and AU only) Seller: Why can't you close the return for me? (eBay previously did so when the  
buyer didn't ship on time) </ul> </li>We encourage buyers to ship returns quickly, and we  
depend on shipping scans to determine they've done so</li> </li>There are situations  
where return tracking is either delayed or not shared. We've closed returns early only to discover the  
buyer had, in fact, shipped the return</li> </li>We've changed our policy to always wait for  
system actions to close returns. This ensures there is appropriate time to confirm shipment of a  
return</li> </li>The return will naturally time out (close) on the site based on the algorithms  
we have in place</li> </ul> Seller: Why do I have to wait so long for my funds to be  
released? (SNAD returns) </ul> </li>When a buyer indicates there is an issue with the item,  
we need to give them enough time to ship the return</li> </li>We also need to ensure funds  
are available to promptly issue a refund once the returned item is delivered<br>   Internal  
Information </ul> </li>See </li><a  
href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1567&ViewLocale=

en\_US#tp\_AbandonedReturns\_SpecificScenarios">Additional talking points for specific scenarios of abandoned returns</a></li> </ul>   </li> </ul> Seller: Why did you tell me in an email that the buyer has until a specific date to return the item if you're not going to enforce that date? </ul> </li>We provide that date when the return request is opened in order to encourage the buyer to ship the return as soon as possible</li> </li>We always keep the request open past that time to continue checking if the buyer has shipped the item<br>   Internal Information </ul> </li>See <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1567&ViewLocale=en\_US#tp\_AbandonedReturns\_SpecificScenarios">Additional talking points for specific scenarios of abandoned returns</a></li> </ul>   </li> </ul> Seller: Am I responsible for refunding the buyer even though they shipped the return late? </ul> </li>Yes. If the buyer ships the item before the return closes on the site, you are responsible for refunding the buyer</li> </li>Please be sure to issue a refund within 2 business days of the item being delivered</li> </ul> Seller: Can I receive defects even though the buyer shipped the return late? </ul> </li>As long as the buyer doesn't ask eBay to step in and help, there is no risk of you receiving a defect for a case closed without resolution</li> </li>So, make sure you issue a refund within 2 business days of the item being delivered. Otherwise, the buyer may ask eBay to step in, and you could receive a defect</li> </ul> Seller: Am I protected if the buyer left negative feedback but never returned the item? </ul> </li>Yes. If the system closes the request because the buyer never shipped the return, any negative feedback left by this buyer will be removed</li> </ul> </a> name="tp\_AbandonedReturns\_SpecificScenarios"></a> Seller: Additional talking points for specific scenarios of abandoned returns If the buyer printed or uploaded the label: </ul> </li>We can see the buyer has printed or uploaded a label and likely intends to ship the return. We need to provide enough time to capture the scans in our system and confirm it was shipped</li> </ul> If a return label hasn't been uploaded:  </ul> </li>Because

we don't have a return label uploaded into our system, we don't have tracking to determine whether the buyer has shipped or not. In this situation, we need to wait enough time for the item to arrive back to you

- If a return label was uploaded by the seller, but hasn't been used:
- When sellers upload their own return labels, we've experienced situations where the tracking number uploaded is incorrect. To ensure buyers are protected, we need to provide enough time for the item to arrive instead of closing earlier due to no scans
- When a seller purchases an eBay label and the buyer doesn't use it, the seller is not charged for the label.

General timelines to return request closure on the site

The duration to timeout depends on what actions the buyer has taken.

An overview of the timelines to time out can be found at:

Automation - eMBG refunds, returns and items not received

Closing abandoned returns

Risky & Abusive buyers (Buyers blocked from opening returns / buyers not eligible for courtesies / buyers not eligible for empty box payouts)

| Solution | articles |
|----------|----------|
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SOL11306 - eBay returns | Seller - seller asks why buyer is unable to open a return

SOL11307 - eBay returns | Buyer - Buyer is unable to open a return - blocked due to continued abuse

What actions are considered misusing returns or violating the Abusive buyer policy?

Misusing returns can include, but isn't limited to:

- Returning an item without its original packaging
- Returning an item after damaging or altering it, including returning an item with parts missing
- Claiming an

item is not as described when it clearly is as described

- Using an item before returning it

To learn more about returns, visit <http://pages.ebay.com/returns/>

Why does eBay block buyers from opening returns?

- Please be aware that eBay has protection programs designed to protect both buyers and sellers
- When we see activity that violates the

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1103>; Abusive buyer policy

, we issue a warning to the buyer. Our first warning includes education about what is and isn't allowed when returning items or using our buyer protection programs

- If we decide that a buyer is continuing to misuse either returns or our buyer protection programs, the buyer may be subject to a range of actions. This includes no longer being able to return items on eBay. It can also include losing buying and selling privileges

Internal Information

- For more information, refer to the warning emails sent. There, they will be able to find a link to our external Abusive buyer policy, found at:

<https://www.ebay.com/help/policies/rules-policies-buyers/abusive-buyer-policy?id=4374>

Buyer: What do I do now that I'm blocked from opening a return?

Internal Information

- Check the buyer's account to see if they have an open Issue 688. You can view issues in Guided Judgment eMBG view, MAC notes, or the Account Issues tool in Agent Desktop
- Have you had the opportunity to review an email we sent you recently regarding some behavior we noticed on your account?
- We sent you an email on **USE\_DATE\_ISSUE\_WAS\_PLACED** explaining that we'd noticed the activity on your account wasn't following our Abusive buyer policy
- The email gave specific information on the type of activities we want to draw your attention to
- We also explained in the email that if we continued to see those types of behaviors, it would impact your ability to open returns in the future
- For that reason, you've been



blocked from filing return requests

- Buyer: I'm blocked from opening a return, but what about my consumer protection rights (UK, AU, and FRITES only)
- Internal Information
- These talking points are for UK, FRITES, and AU only
- Only use these talking points if the buyer brings up the topic of consumer protection rights / consumer laws in the relevant country
- Do not offer these talking points proactively

UK and FRITES only:

- This doesn't affect your statutory right to return an item
- If you really want to return the item, you can, of course, contact the seller directly
- Please understand, if you're outside the 14-day cooling off period, it will be at the seller's discretion

AU only:

- This doesn't affect your consumer law rights
- In Australia, consumers have a right to obtain a refund from a business if the goods purchased are used, damaged, not fit for purpose, or don't match the seller's description
- If you wish, you may contact the seller directly to ask if you can return the item

Buyer: Why am I not eligible for a refund for ##courtesy##?

- There has been activity on your account that violates our Abusive Buyer policy
- Because of this, we are unable to provide a refund to you
- Please refer to the email we sent you when your account became ##warned / restricted / suspended##

Buyer: I received an empty box, but you're saying I won't get a refund?

- Due to the activity on your account, we are unable to provide you a refund
- Please refer to the email we sent you when your account became ##warned / restricted / suspended##
- I would suggest working with your seller or the shipping carrier to determine why the box arrived empty

Seller: My buyer states they can't open a return request on eBay for the item. What do I do? US and CA only:

- If your buyer is requesting your return details, confirm they have tried opening the return through eBay
- If the buyer is unable to open a return on eBay:
- It is up to you to decide if you will accept the return or not
- If you're uncomfortable or suspicious of the return, you can decline it. This is true even if it's within

your return policy to accept a return

- If something did go wrong on your part with this transaction, it's important that you make it right. For example, if you sent the wrong item or didn't package the item well enough to prevent damage

Note that it's within your right to report this buyer if something happens that makes you feel uncomfortable or suspicious of the return

- See [a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1043"](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1043) Report a member

- You can also block this buyer from purchasing from you again

- See [a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1022#blockbidder"](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1022#blockbidder) Managing bidders and buyers

Block a buyer

UK, AU, FRITES only:

- When buyers can't open a return on the eBay site, they are within their rights to contact their seller to see if they can return the item directly
- If your buyer is requesting your return details, confirm they have tried opening the return request through eBay
- If the buyer is unable to open a return on eBay, and it's still within the 14 days cooling off period: We'd ask you to provide your return details and facilitate the return directly with your buyer
- As the transaction is completed, you won't be affected by the off-eBay sales policy, so you can share your information freely
- If the buyer is unable to open a return on eBay, and it's outside the 14 days cooling off period: It's up to you if you're willing to facilitate the return or not
- If you're uncomfortable or suspicious of the return, you can decline it
- If something did go wrong on your part with the transaction, it's important that you make it right. For example, if you sent the wrong item or didn't package the item well enough to prevent damage
- Be aware, regardless if you accept this return request or not, we'll automatically protect you by removing any neutral or negative feedback and defects left by the buyer
- If something happens that makes you feel uncomfortable or suspicious of the return while you're assisting the buyer with the return off-eBay,

you can report the buyer <ul> <li>See <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1043">Report a member</a></li> </ul> <li>You can also block this buyer from purchasing from you again <ul> <li>See <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1022#blockbidder">Managing bidders and buyers >> <li>Block a buyer</li> </ul> <li> <a name="tp\_special"> Other special return scenarios Hazardous item <ul> <li>There are certain items that would be considered hazardous to ship through the mail system</li> <li>In return cases like this, eBay will investigate without requiring the item to be returned. In most cases we will require photos showing the item's condition</li> <li>If the item is clearly not allowed to be shipped through the Postal Service, then we can't have the buyer ship it back to the seller</li> <li>If some parts of the order are too hazardous to ship, but the rest are fine, then the buyer still needs to return the parts that they can</li> <li>If seller has shipping insurance on the item, they should open a claim with the insurance company to get their money back</li> </ul> Item removed (ended) <ul> <li>There are many reasons for an item to be removed. For confidentiality reasons, we cannot disclose more information. Possible reasons are (this list is not exhaustive): <ul> <li>The item was not allowed to be sold in eBay</li> <li>The listing didn't not comply with our listing policies</li> <li>The seller has violated any of our other policies</li> <li>We have concerns about the safety of the transaction</li> </ul> <li>If you received the item, and you want to return it for any reason, you can still open a return request through your Purchase History <ul> <li>This is true even if the seller has been suspended (is "not registered with eBay")</li> </ul> <li>Counterfeit item - Buyer <ul> <li>We review reports from the brand owner, we don't consider documentation from other sources</li> <li>We will continue to review the item in question for authenticity. While we conduct our review, we ask that you return the item to the seller. Once the seller has the item back

you will be issued a full refund.</li> </ul> If the item is a proven counterfeit (e.g. removed by eBay under VeRO 1.1 or 3.2 codes or CIT; see MAC notes): <ul> <li>It's against the law to sell known unauthorized replicas of brand name products, which is why we don't permit them to be sold on eBay</li> <li>However, this can sometimes happen</li> <li>Since this listing was removed by eBay, we will refund your money</li></ul> Counterfeit item - Seller <ul> <li>It's against the law to sell known unauthorized replicas of brand name products, which is why we don't permit them to be sold on eBay</li> <li>Selling counterfeit items damages the reputation of the seller, and negatively affects the trust of buyers on our site</li></ul> Counterfeit item - Can a counterfeit item be returned via mail? <ul><li>Since we haven't received a report from the brand owner confirming that the item is counterfeit, there isn't enough evidence available in order for us to consider the item(s) not authentic. We're only able to assist you further if you continue with the return. Once the seller has the item back, you will be issued a full refund.</li><li>We will continue to review the item for authenticity. While we conduct our review, we ask that you return the item to the seller. Once the seller has the item back, you will be issued a full refund.</li></ul> Counterfeit item - Can a counterfeit item be resold? <ul> <li>No, counterfeits items should never be listed on eBay</li> <li>Counterfeit products are illegal and not allowed on eBay</li><li>Selling counterfeit items is illegal, damages the reputation of the seller, and negatively affects the trust of buyers on our site</li></ul> Event ticket - Buyer - The event was cancelled <ul> <li>If an event is cancelled and not rescheduled we require the seller to refund the buyer</li></ul> Event ticket - Seller - The event was cancelled, why do I have to refund the buyer? <ul> <li>If an event is cancelled and not rescheduled we require the seller to refund the buyer </li><li>In some cases, you can get a refund from the ticket outlet automatically. In other cases, you may have to return the tickets</li> <li>You're the one holding the original purchase receipt so you're the one that will be getting refunded from the venue</li></ul> </li></ul> Please refund your buyer and ask that they return the

tickets to you</li> </ul> Event ticket - Seller - It's 30 days since the transaction. Why is a return request allowed? <ul> <li>It's not unusual for event tickets to be sold more than 30 days in advance of the date of the event</li> <li>If we didn't allow returns for event tickets sold in advance, that would decrease the trust of buyers. Decreased trust would impact the sales of event ticket</li> <li>Buyers are more likely to buy tickets in advance if they know they are protected in case the event gets unexpectedly cancelled closer to the event date</li> </ul> Parts and Accessories (eBay Guaranteed Fit) <ul> <li>The eBay Guaranteed Fit program provides a tailored experience for P&A returns</li> <li>eBay pays for the cost of return shipping when: <ul> <li>buyer selects the reason code "Doesn't fit my vehicle"</li> <li>an eBay return label is available</li> <li>the transaction is eligible for eMBG</li> </ul> </li> <li>See &nbsp;<a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=LIVE2294"

target="\_blank">P&A - Fitment Protection Enhancements&nbsp;- eBay Guaranteed Fit</a>&nbsp;for more on this program</li> </ul> Deducting an amount from the refund after the item has been returned <ul> <li>If an item is returned in a different condition than how it was sent, a seller who is eligible may choose to deduct an amount from the refund. Examples include: <ul> <li>An item was returned missing parts</li> <li>An item was returned damaged</li> <li>An item was returned used or open</li> </ul> </li> <li>A seller can choose percentage or dollar deductions up to 50% (see <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1811#All\_sellers">Refund deduction policy</a> for eligibility criteria) less than what the original item cost when refunding the buyer. The deduction must be in line with eBay guidance</li> <li>A seller can and should add comments on why they are deducting an amount from the refund</li> <li>A buyer has 10 calendar days from the day the&nbsp;refund is issued to ask eBay to step in and help</li> <li>If the buyer isn't happy with the explanation and wants the remaining refund,

please follow the GJ Appeal flow <ul> <li>GJ will conduct a number of background checks on the buyer, and in some cases may recommend refunding the missing amount</li></ul> <li>If GJ recommends that we don't refund the buyer, please accept that recommendation -&nbsp;do not override <ul> <li>GJ has access to systems we (teammates) don't so can&nbsp;best to decide if we should payout or not</li> </ul></li> <li>Internal <ul> <li>The seller may be eligible to receive a courtesy to help recoup some of the loss of the item being used by the buyer. For eligibility, see <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1520#section11.2">eMBG policy > 11.2 courtesy refunds</a></li> </ul> </li> <li>Stolen goods <ul> <li>If you received a stolen item from the seller, we'll cover you in specific situations</li> </ul> Internal Information&nbsp; <ul> <li>See <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1520#section11.2">eMBG Policy > 11.2 Courtesy refunds > Stolen goods for courtesy requirements</a> for more information&nbsp;</li> </ul> Warranty coverage for EU buyers <ul> <li>If the seller isn't resolving your issue and you live in the EU, we may extend eMBG coverage past our normal timeframes</li> </ul> Internal Information&nbsp; <ul> <li>See <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1520#returns\_localLegislation">eMBG Policy > 4.1.9 Local legislation&nbsp;> Warranty coverage for EU buyers</a>&nbsp;for more information</li> </ul> Account holder is reported deceased <ul> <li>If the account holder is reported deceased, we make exceptions to our normal eMBG timeframes</li> </ul> Internal Information&nbsp; <ul> <li>See <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1520#timeframes\_exceptions">eMBG Policy > 2.0 Timeframes&nbsp;> Exceptions to timeframes</a> for more information</li> </ul> <a name="tp\_appeals"></a> Appeals We do not accept appeals based off of positive feedback <ul> <li>We do not accept return appeals for the seller based on feedback comments</li> </ul> <li>We have found that feedback is an unreliable

source of information for appeals in return scenarios

- Buyer reported the request or case timed out
- At this point, the request or case has timed out

See

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520#EnforcementCriteria>

eMBG Policy > Enforcement Criteria

2.1 Timelines

We have no further options for coverage

Once a request or case expires, it cannot be reopened. Another request cannot be opened for the same item/transaction

Buyer closed case accidentally

Once a case is closed by the buyer, it cannot be reopened, and another case cannot be opened for the same item/transaction

The buyer needs to confirm that they wish to close the case, so closing a case accidentally should be extremely rare

When the buyer closes the return, they are asked: "Are you sure? The request cannot be reopened"

If the buyer still chooses to close, we can't reopen the request

Buyer: Why did I receive a partial refund?(eBay refunding the difference)

I reviewed the return request and see that eBay/ the seller issued you a partial refund for this item because it was [missing parts, returned damaged]

Not to worry, we've decided to refund you the difference between the full and partial refund

Buyer: How does eBay refund the difference?

Your refund will be processed back to your original payment method used in the transactionIve send a manual refund to your account registered with [email address] in the amount of [amount]

Buyer: When should I expect a refund?

Please allow 2 business days to receive the remainder of the refund

Buyer: Where is my refund?

The refund was sent to your original payment method.

If this is a guest account, you will need to register your account and confirm your email address to receive the refund.

Buyer: Why did I receive a partial refund (eBay not refunding the difference)?

We can see the seller issued a partial refund because the item was returned [missing parts, damaged]

<li>To receive a full refund on future purchases, be sure to return items in the same condition you received them in</li> <li>You can read more situations when sellers may grant a partial refund in eBays help pages: <a href="https://www.ebay.com/help/policies/member-behavior-policies/condition-returned-items-policy?id=4763">Condition of returned items</a></li> </ul> Why are you asking me for this information in advance? <ul> <li>Providing the information and evidence we require when you make the appeal submission will help us reach an accurate decision, more quickly, on your behalf.</li> </ul> I currently don't have the documents you are requesting and I'm afraid I'll run out of time. Can I submit the appeal now and provide documentation later? <ul> <li>If you don't have the required documents to hand before the appeal filing deadline, don't worry.</li> <li>I can file the appeal on your behalf now. We may contact you in the near future by email asking you to forward us the information we need via a document upload link.</li> <li>Alternatively, you can select Other and use the free form text field to explain why you are appealing. We may also follow up by email asking you to forward us the information we need via a document upload link.</li> </ul> Internal Information Member will need to be verified before an appeal can be opened on their behalf. I don't have the documents you are requesting. Does it mean I can't appeal the case? <ul> <li>If the appeal reason selected requires a document, you won't be able to submit the appeal without uploading it.</li> <li>If you don't have the required documentation to hand we can file the appeal on your behalf or you can choose the appeal reason Other and use the free form text field to explain why you are appealing.</li> <li>In this case, we may reach out at a later point by email to request supporting documents.<br> .</li> </ul> Internal Information Member will need to be verified before an appeal can be opened on their behalf. The reason I am appealing is not in the drop-down menu. What can I do? <ul> <li>If the reason for your appeal is not in the drop down list,



select Other and provide as many details as possible in the free text field.

You should also upload any evidence that supports your appeal at this point. We may reach out at a later point by email to request supporting documents.

What maximum size should my docs be so they can be uploaded successfully?

Individual files cannot exceed 5 MB. Up to 10 files can be uploaded, making a total maximum of 50MB.

Accepted file formats include .gif, .jpg, .jpeg, and .png

PDF files are not yet supported. If you have a PDF file you can take a clear photo of it or convert it to an accepted file format and upload.

If you can't convert the PDF, we can appeal the case on your behalf and follow up by email with a document upload link that accepts PDFs.

Internal Information Member will need to be verified before an appeal can be opened on their behalf. I prefer to email / fax my appeal documents to you rather than upload them.

It's currently not possible to forward documents to us through fax.

The evidence can only be provided through the appeal webform at the time of appeal or via a document upload link when eBay follows up by email.

I never had to provide all this documentation before. Why do I need to do this?

Providing the information and evidence we require when you make the appeal submission will help us reach an accurate decision, more quickly, on your behalf.

**GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE**

[https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1567&ViewLocale=en\\_US#tp\\_member1](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1567&ViewLocale=en_US#tp_member1) > General - Member

[https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1567&ViewLocale=en\\_US#tp\\_buyer1](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1567&ViewLocale=en_US#tp_buyer1) > Buyer scenarios

[https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1567&ViewLocale=en\\_US#tp\\_seller1](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1567&ViewLocale=en_US#tp_seller1) > Seller scenarios

name="tp\_member1"&gt;&lt;/a&gt; General - Member Add an image to a return How to upload images: &lt;ul&gt; &lt;li&gt;In the Return details page, click Add Photos&lt;/li&gt; &lt;li&gt;Click on Browse to locate the images you want to upload&lt;/li&gt; &lt;li&gt;Once the images are selected, click Upload and then Save Photo(s)&lt;/li&gt; &lt;/ul&gt; Note: Images cannot be uploaded to the return once the return has been escalated. Members can still send photos via Member to Member messages. Additional information: &lt;ul&gt; &lt;li&gt;Photo uploads cannot be deleted by members once the images have been saved &lt;/li&gt; &lt;li&gt;Images can only be deleted before they are saved and uploaded&lt;/li&gt; &lt;/ul&gt; &lt;li&gt; &lt;li&gt;Each member may upload up to 10 images per case&lt;/li&gt; &lt;li&gt;Only the following formats are allowed: &lt;ul&gt; &lt;li&gt;PNG&lt;/li&gt; &lt;li&gt;JPEG&lt;/li&gt; &lt;li&gt;BMP&lt;/li&gt; &lt;li&gt;GIF&lt;/li&gt; &lt;/ul&gt; &lt;li&gt; &lt;li&gt;Photos can be up to 5M in size&lt;/li&gt; &lt;li&gt;Images can be uploaded one at a time (not in bulk), throughout the life of the return request or case (i.e. after return Open through Appeal)&lt;/li&gt; &lt;/ul&gt; Upload and edit return tracking number Select a service that provides tracking: &lt;ul&gt; &lt;li&gt;If you use an eBay shipping label, the tracking number is automatically uploaded to My eBay&lt;/li&gt; &lt;li&gt;If you don't use an eBay shipping label, we recommend selecting a shipping service that provides tracking&lt;/li&gt; &lt;/ul&gt; How to upload return tracking: &lt;ul&gt; &lt;li&gt;If you don't have an eBay label (provided by either the seller or us): make sure that tracking is included in case eBay needs to step in to review the progress of your return&lt;/li&gt; &lt;li&gt;To add a return tracking number: &lt;ol&gt; &lt;li&gt;In&nbsp;My eBay, select Purchase History&lt;/li&gt; &lt;li&gt;Locate the item, and then select&nbsp;View case details&lt;/li&gt; &lt;li&gt;In the&nbsp;Add tracking details&nbsp;page, you can: &lt;ul&gt; &lt;li&gt;Add the tracking number&lt;/li&gt; &lt;li&gt;Select the shipping carrier&lt;/li&gt; &lt;li&gt;Add the shipping carrier name&lt;/li&gt; &lt;/ul&gt; &lt;/ol&gt; &lt;/li&gt; &lt;/ul&gt; Why return tracking is important: &lt;ul&gt; &lt;li&gt;Be sure to add the tracking number in My eBay &lt;/li&gt; &lt;li&gt;If eBay needs to step in, we use the tracking information to review the progress of the return&lt;/li&gt; &lt;/ul&gt; &lt;li&gt; &lt;li&gt;If you add a tracking number in My eBay after a request

or case is closed, it isn't considered in our review <ul> <li>This includes appeals</li>  
</ul> </li> </ul> Editing the return tracking number: <ul> <li>You can edit the  
tracking number up to 10 times</li> <li>Note: If a label is printed through eBay, the tracking  
number is uploaded automatically. It cannot be edited or deleted</li> <li>See <a  
href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1140/Guide1140\_Buyer\_Change%20tr  
acking%20number.PNG" target="\_blank">screenshot</a></li> </ul> How to upload  
return tracking for the member: Internal Information <ul> <li> If a buyer contacts  
eBay by email indicating they can't upload tracking information, teammates should do so on their  
behalf. (UK only) Remember to complete hard verification before doing so (<a  
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1098">GUIDE1098</a  
Desktop, enter the user ID of the buyer</li> <li>Open GJ and look for the open return,  
Click on the return ID</li> <li>Click Update data points and add the tracking number. Click  
Save</li> </ul> </li> <li>Note that a tracking number added after a request or  
case is closed, it isn't considered in review. This includes appeals handled manually.</li>  
</ul> Ask eBay to step in and help How to ask eBay to step in and help: <ol>  
<li> My eBay, locate the item in your Purchase History</li>  
<li>Click More actions, select View return details, and then select Ask eBay  
to step in</li> </ol> Appeal a case About appealing a case: <ul> <li>If a case is  
closed in the seller's favor, a buyer may appeal the decision by providing the appropriate  
documentation <ul> <li>If the decision is reversed, the seller may not be required to  
reimburse eBay. See <a  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1567&ViewLocale=  
en\_US#returnsappeals">>Returns appeal workflow</a> for further details</li> </ul>  
</li> <li>If a case is closed in the buyer's favor, a seller may appeal the decision by  
providing the appropriate documentation <ul> <li>If the decision is reversed, the seller will

be refunded the reimbursement amount</li> </li>Any eBay fees associated with the transaction will not be refunded</li> </ul> </li> </ul> Reporting a member </ul>

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=guide1043"

target="\_blank">Report a member or listing, including internal reports</a> for information about how to report a member</li> </li>Due to our </a

href="/help/policies/member-behaviour-policies/user-privacy-notice-privacy-policy?id=4260"

target="\_blank">Privacy Notice</a>, we can't share the details of any action we take against a reported member</li> </ul> </a name="tp\_buyer1"></a> Buyer queries </a

id="instructions\_startareturn" name="instructions\_startareturn"></a>Start a return (remorse or SNAD) How to start a return request: </ol> </li>Locate the item you'd like to return in the

Purchase History section of My eBay</li> </li>Click Return this item (you may have to click More actions to see that option)</br> </a

href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1140/nonmanaged buyer1.PNG" target="\_blank">Screenshot</a></li> </li>Select your reason for

returning the item, and add any other details that you'd like the seller to know</br> </a href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1140/nonmanaged

buyer2.PNG" target="\_blank">Screenshot</a></li> </li>Click Request a return to send your request</br> </a

href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1140/nonmanaged buyer3.PNG" target="\_blank">Screenshot</a></li> </li>Be sure to select the return

reason that best fits\*</li> </li>Once the seller agrees to the return, you'll have to print your prepaid shipping label (if applicable), then put the package in the mail</li> </ol> Other

screenshots: </ul> </li></a

href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1140/nonmanaged buyertimetoship.PNG" target="\_blank">It's time to ship the item back</a></li>

<li><a

href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1140/nonmanaged  
buyerrefunded.PNG" target="\_blank">You got a refund</a></li> </ul> Internal  
Information <ul> <li>\*Return reasons:  <ul> <li>For a list of return reasons,  
including which count as buyer's remorse and which are SNAD reasons, see <a  
href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1567&ViewLocale=  
en\_US#DetailedInformation">Detailed Information</a> > What can go wrong during a  
return case? > Buyer selected wrong return reason</li> </ul> </li> <li>Escalate  
return on behalf of buyer: If the buyer would like to escalate a request to eBay or indicates difficulty  
in doing so, you should escalate the return on the buyer's behalf. (UK only) Remember to complete  
hard verification before doing so (<a  
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1098">GUIDE1098)<  
t;/a>. See </a

href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1567&ViewLocale=  
en\_US#manuallyopen">M2M workflows.</a></li> </li>The most likely scenario  
preventing escalation is when the seller approves a return request but does not provide means to  
return item</li> </li>Buyer may also not be able to escalate for reasons such as seller on  
vacation or limited internet access</li> </ul>   <a id="#startReturn\_guest"  
name="#startReturn\_guest"></a>Start a return (remorse or SNAD) - Guest The buyer can  
open a return for an item they bought as a guest through their order confirmation email: <ol>  
<li>Select View Order Details in your order confirmation email to go to the Order Details  
page</li> <li>Enter your email address and the access code you received in your order  
confirmation email</li> <li>Select Return Item</li> <li>Select the reason for the  
return dropdown and choose a reason</li> <li>Select the Camera icon if you'd like to  
upload photos showing the item's condition</li> <li>Select Request a Return</li>  
</ol> Close a request How to close a return request: <ol> <li>In My eBay,

locate the item in your Purchase History</li> </li>Click More actions, select View Return Details, then select Close return </ul> </li>Note: Be sure you are completely satisfied with the resolution before you close the return. Once a return request is closed, it cannot be reopened.</li> </ul> </li> </ol> Internal Information </ul> </li>If a seller is asking a buyer to close a return request to avoid eBay penalty - teammates check M2M messages - teammates should not close the return request in Guided Judgment.</li> </li>If a seller is asking a teammate to close a return, claiming that they are unable to do so, teammates should not close the return request in Guided Judgment, they should reassure the seller that the return will timeout.</li> </li>Due to the risk of social engineering, teammates should always guide a buyer to close the return on their own. If a buyer is unable to close it, the teammate should proceed with hard verification before closing the return in Guided Judgment

-

See

<a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1098"

target="\_blank">Guide1098 - Contact Verification (CV) and Hard Verification (HV) for Phone/Chat/Email</a></li> </ul> View the images that the seller uploaded in the return request How to review images uploaded by the seller: </ul> </li>In the Return details page, locate the image section on the right hand side</li> </li>Select the thumbnail of the image you'd like to see to show a full size image</li> </ul> Additional information: </ul> </li>Buyers can: </ul> </li>Add images when starting a return request to share with sellers and CS</li> </li>View images once the return or request has started and add more images if needed</li> </li>If possible, skip the option of adding images at the time of starting a return or request, and add them later</li> </ul> </li> </ul> Note: Images cannot be uploaded to the return once the return has been escalated. <a name="printReturnLabel"></a> Find and print the return label </ul> </li>The buyer can find and print the label from the automated email "your shipping label is ready"</li> </ul> Troubleshooting tips if the label won't print </ul> </li>Clear internet browser cache

and cookies</li> <li>Try using a different internet browser</li> <li>Double check printer settings and connections</li> <li>If using the mobile app a buyer can request the seller to send the label via email </ul> <li>Make sure to check spam/junk folders</li> </ul> <li>For further troubleshooting steps refer to <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1008" target="\_blank">

Guide 1008 - Shipping labels troubleshooting</a></li> </ul> Internal Information <ul> <li>Member should contact us right away if, for any reason, the shipping carrier does not accept the return item (e.g., not enough postage)</li> <li>If it is an eBay label and all troubleshooting has been done, we can find the label in the <a href="https://returnsvc.vip.ebay.com/returntools/tools/returnLabel.jsp">Return Label Lookup tool</a> and then send the label to the member via Communicator.</li> <li>To look up a return shipping label: <ul> <li>Enter the return ID (case ID's cannot be used)</li> <li>Choose "label" as the document type</li> <li>Click View Label</li> <li>If one is available, the label will appear on the page</li> </ul> </li> </ul> INR to SNAD - Open request for the buyer <ul> <li>The buyer opened an INR, then received the item but it was SNAD</li> </ul> Internal Information <ul> <li>If a buyer contacts eBay by phone or chat, but hasn't yet filed a request, teammates should always respond by asking if they can file a request on the member's behalf</li> <li>If a buyer contacts eBay by email and hasn't yet filed a request, teammates should file a request on the member's behalf. (UK only) Remember to complete hard verification before doing so</li> </ul> <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1098">GUIDE1098</a></li> </ul>

<a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567#M2MWorkflow">Admin file through Guided Judgment</a>. Do not offer to show the buyer how to open the request (unless asked to do so) or <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1732#InstructionsStepst

oResolve" target="\_blank">piggyback</a> &nbsp;into their account to do so </ul>  
</li>Review claim message and item description to ensure the correct reason is chosen for  
return.</li> </li>Manually open a return request in GJ</li> </li>Reply to buyer  
indicating a return request has been opened</li> </ul> </li> </li> If a buyer  
contacts eBay by email to appeal a case closed against them, the teammate should file an appeal  
on the member's behalf </ul> </li>Review claim message and item description to ensure the  
correct reason is chosen for appeal</li> </li>Work the appeal request in GJ</li>  
</li>Reply to buyer indicating appeal has been adjudicated</li> </ul> </li>  
</ul> Summary </ul> </li>Phone and chat contacts: proactively offer to file request for  
the buyer (post-EDD)</li> </li>Email contact: open return request or appeal on behalf of  
buyer (post-EDD), with correct return reason chosen</li> </ul> </a  
name="tp\_Seller1"></a> Seller queries View the images that the buyer uploaded in the  
return request How to review the buyer's images: <ol> </li>In the Return details page,  
locate the image section on the right hand side</li> </li>Select a thumbnail to enlarge the  
image</li> </li>Sellers can only view the uploaded image. They are not able to modify or  
delete the file</li> </ol> Additional information: </ul> </li>Sellers can: </ul>  
</li>View images that buyers have added or any images added after the return or return/SNAD  
request was started</li> </li>Add their own images to the return or return/SNAD request to  
share with buyers and CS</li> </li>Note: images can ONLY be uploaded until the return /  
SNAD request is escalated</li> </li>Once eBay steps in, neither seller or buyer will be able  
to upload more images</li> </ul> </li> </ul> Accept a return and provide the  
buyer with an eBay shipping label for return shipping How to accept a return and provide a shipping  
label for return shipping: <ol> </li>In My eBay, in the Activity tab, click Returns</li>  
</li>Locate the return, then click See return details for that return</li> </li>The return  
details will load. Select the option to Accept this return</li> </li>After the return is accepted,  
you are given options to send an eBay shipping label (4.1), upload a shipping label (4.2), or mark



that you've already sent a return label (4.3):

- (4.1) To purchase a return label through the site (eBay label)
- Select Send an eBay shipping label, and then confirm your return address on the return label. If everything looks correct, click Continue
- A return label will be generated and sent to your buyer
- Your buyer will be able to access the return label through their My eBay Messages
- You will be charged for the label once it's scanned (the buyer posts the item)

(4.2) To provide the buyer with a non-eBay label for return shipping:

- Click Upload a shipping label, then upload the image of the label, select the shipping carrier, and add the tracking number

(4.3) To note that you've already sent a label:

- Select I've already sent a return label

Additional information:

- It's normally cheaper, especially for smaller items, to use an eBay label

Refund a buyer

How to refund a buyer:

- Go to My eBay Sold or select Returns in the Order tab in Seller Hub
- Find the return request and select View details
- You will be able to issue a full or partial refund through the request
- Deduct an amount from the refund

How to deduct an amount from the refund

Note: The return must not be escalated in order to deduct an amount from the refund

- In My eBay, click Refund the buyer
- Scroll down to see your open cases
- To the right of the case you want to refund, click Take action
- You may need to click Continue to case
- At the top of the screen, click Respond to case
- Click the Decide what to refund

radio button

[https://cskb.qa.ebay.com/library/EBAY/embg/PRT\\_DecideWhat2Refund.png](https://cskb.qa.ebay.com/library/EBAY/embg/PRT_DecideWhat2Refund.png) (screenshot)

Note: The percent will be defaulted, but you may select if you wish to deduct a percentage from the item price or a monetary amount.

- Enter the percentage or amount you want to deduct from the refund.

Note: Deductions are possible up to a maximum of 50%.

- Choose a reason for the deduction (required)

<li>You may have the option to deduct the original shipping<br> Note: This option is not available if you offered Free Shipping</li> <li>Add a message to the buyer explaining why they are receiving a partial refund</li> <li>Click Submit</li> </ol> Note: Only Top Rated sellers who offer a 30-day return policy or sellers who offer Free Returns and are not Below Standard are eligible to deduct an amount from the refund after the item has been returned Set up auto-disposition for returns (return automation rules)<a name="setupautodisposition"></a> How to set up auto-disposition for returns (return automation rules): <ol> <li>In My eBay, click the Account tab, and then Selling preferences.</li> <li>Select Edit beside Return preferences.</li> </ol> Additional information: <ul> <li>Sellers can set up rules to: <ul> <li>Automatically approve returns</li> <li>Automatically refund and let the buyer keep the item</li> </ul> </li> <li>Sellers can set basic or advanced rules to automate return approvals, and send the buyer an eBay-generated return shipping label immediately <ul> <li>If the business has a preferred carrier, the seller has the option to include their own return shipping label and automatically send the tracking information to the buyer</li> </ul> </li> <li>Note: sellers are not required to automate their returns</li> <li>Return policies can be set up when creating or editing a listing</li> </ul> </h2></h2>

GUIDE.SUMMARY

|      |         |  |
|------|---------|--|
| What | Terms   | Definition   |
|      | Return  | A return happens when a buyer asks to send an item back to the seller after receiving it   |
|      | Remorse | The buyer made a mistake when buying the item (selected the wrong size/color, for instance) or doesn't want to keep the item (they didn't like it, they received a duplicated gift, etc) For a remorse return, a buyer would return the item through the sellers return policy |
|      | SNAD    | There is a problem with the item. Examples: Item was damaged during transit; item has defects not described in the listing; item is different from what was  |

listed For an item not as described, the buyer may be able to return the item through our eMBG policy

|             |  |
|-------------|--|
| Replacement | When a buyer returns an item in order to receive another of the exact same item (instead of a refund) Note: Replacements are no longer facilitated within the returns flow     |
| Exchange    | When a buyer returns an item in order to receive an item that is different from the item originally received Note: Exchanges are no longer facilitated within the returns flow |

How are returns managed See

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=guide1520#DetailedInformation>

eBay Money Back Guarantee (eMBG) Policy Detailed Information

|   |                         |
|---|-------------------------|
| for a description of the general flow of eMBG cases | How to use this article |
| Section   | How to use this section |
| Use with the eMBG Policy article (GUIDE1520)        |                         |

- To support teammates and the audit team, KM refers back to eMBG policy for policy information where applicable.
- CSKB users are viewing Returns policy information within the context of eMBG Policy as a whole

|  |  |
|--|--|
| Talking Points   |  |
| These are common questions asked by members and the suggested answers to those questions |  |
| Detailed Information   |  |
| This section provides the contextual information the teammates use to:                   |  |
| Understand the member's situation  |  |
| Differentiate one situation from another   |  |
| Understand eBay's resolutions  |  |
| Answer complex questions, not easily communicated in talking points                      |  |

|  |  |
|--|--|
| Instructions/Steps to Resolve  |  |
| This section provides step-by-step instructions or information for members to follow on the site |  |

section does not provide step-by-step adjudication for teammates

|                      |
|----------------------|
| Enforcement Criteria |
|----------------------|

This section points you to the [eMBG Policy guide \(GUIDE1520\)](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520)

There, you'll find the detailed information about the policies that we enforce

|               |
|---------------|
| M2M Workflows |
|---------------|

These are the step-by-step instructions to use when adjudicating cases

|          |
|----------|
| One-offs |
|----------|

This section provides information on less common situations

|                  |
|------------------|
| Tips for Members |
|------------------|

This section contains advice for buyers and sellers to avoid return situations

|   |   |
|---|---|
| Section   | Content   |
| Related Links   | Help Pages and CSKB content related to returns  |
| Talking Points  | General - member  |
| Buyer queries   | Buyer queries   |
| Seller queries  | Seller queries  |
| Used or damaged, altered items, and fraudulent returns (incl. partial refunds)  | Used or damaged, altered items, and fraudulent returns (incl. partial refunds)  |
| False SNAD  | False SNAD  |
| Forced Return / Forced SNAD / FSNAD   | Forced Return / Forced SNAD / FSNAD   |
| Shipping and tracking, including customs  | Shipping and tracking, including customs  |
| Special return scenarios  | Special return scenarios  |
| Abandoned returns (US and AU only)  | Abandoned returns (US and AU only)  |
| Risky & Abusive buyers (Buyers blocked from opening returns / buyers not eligible for courtesies / buyers not eligible for empty box payouts) | Risky & Abusive buyers (Buyers blocked from opening returns / buyers not eligible for courtesies / buyers not eligible for empty box payouts) |
| Other special return scenarios  | Other special return scenarios  |
| Return appeals  | Return appeals  |
| Detailed Information  | Detailed Information  |
| Member Experience   | Member Experience   |
| CBT Cases and Transfers   | CBT Cases and Transfers   |
| What can go wrong or  | What can go wrong or  |

cause concern during a return request or case?</li> </li>Interactions with other case types</li> </li>Shipping/Postage</li> </li>eIS and Returns</li> </li>Used or damaged (faulty) returns</li> </ul> </td> </tr> </tr> </td>Instructions/Steps to Resolve</td> </td> </ul> </li>Scenarios buyers and sellers can solve by themselves</li> </ul> </td> </tr> </tr> </td>Enforcement Criteria</td> </td> </ul> </li>Refer to <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=guide1520"

target="\_blank">eBay Money Back Guarantee Policy</a> article</li> </ul> </td> </tr> </tr> </td>Consequence Guidelines</td> </td> </ul> </li>Refer to <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=guide1520"

target="\_blank">eBay Money Back Guarantee Policy</a> article</li> </ul> </td> </tr> </tr> </td>M2M Workflow</td> </td> </ul> </li>Combined flows for all return scenarios (including appeals)</li> </ul> </td> </tr> </tr> </td>Tips for Members</td> </td> </ul> </li>Advice for sellers and buyers (pre-sale and post-sale, for both)</li> </ul> </td> </tr> </tbody> </table> </h2><h2>GUIDE.DETAILED\_INFORMATION </ul> </li></a>

href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1567&ViewLocale=en\_US#tp\_memberx">Member experience</a></li> </li></a>

href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1567&ViewLocale=en\_US#tp\_cbtcasesx">CBT Cases & Transfers</a></li> </li></a>

href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1567&ViewLocale=en\_US#tp\_wrongx">What can go wrong or cause concern during a return request or case?</a>&nbsp;</li> </li></a>

href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1567&ViewLocale=

en\_US#tp\_interactionwipp">Interactions with other case types</a></li> </li></a>  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1567&ViewLocale=en\_US#tp\_shippingx">Shipping/Postage</a></li>  
</li></a>  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1567&ViewLocale=en\_US#eISx">eIS  and Returns</a></li> </li></a>  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1567&ViewLocale=en\_US#di\_faultyreturns">Used or damaged returns</a></li> </ul> </a>  
name="tp\_memberx"></a> Member experience What is the member experience for returns?  
</ul> </li>See </a>  
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#DetailedInformation" target="\_blank">eBay Money Back Guarantee (eMBG) Policy > Detailed Information</a> for a description of the general flow of eMBG cases</li> </ul> What is the member experience for a partial refund? </ul> </li>See </a>  
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#EnforcementCriteria" target="\_blank">eBay Money Back Guarantee (eMBG) Policy > Enforcement Criteria</a> > 5.2 for a description of partial refunds</li> </ul> What is the member experience for Click and Collect / PUDO? </ul> </li>See </a>  
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#EnforcementCriteria" target="\_blank">eBay Money Back Guarantee (eMBG) Policy > Enforcement Criteria</a>> 10.1 for a description of C&C and PUDO</li> </ul> </a>  
name="tp\_cbtcasesx"></a> CBT Cases & Transfers English speaking teammate (US, CA, UK, AU) receives a case for a different English speaking site Example: US teammate receives UK case </ul> </li>Handle the case as normal using Guided Judgment</li> </li>GJ will pick up the specific policy and process for that region and guide you accordingly</li>  
</ul> English speaking teammate (US, CA, UK, AU) receives a case for FRITES or DE site Example: UK teammate receives FRITES or DE case </ul> </li>Within SMIR: Educate the

member as you normally would using CSKB and Guided Judgment. After SMIR/escalation stage: Transfer the contact to FRITES or DE.

What can go wrong or cause concern during a return request or case?

| Potential issue  | Description  |
|--|--|
| Abusive buyer  | eBay protects both the seller and the buyer. We may take action when there are concerns about the buyer misusing returns or abusing our protection programs. See the Abusive buyer policy. |
| Sellers can also report buyers for unusual activity  | See Report a member.   |
| If eBay detects a buyer misusing returns, we may send them a warning about the   | Abusive buyer policy.  |
| The first warning is an educational email. The email helps the buyer understand what is allowed and what's not allowed when returning items on eBay or when using our buyer protection programs. By letting the buyer know about the | Abusive buyer policy.  |
| we can:  | Assist those buyers who need help improving their return requests.   |
|  | Discourage buyers who are either intentionally or accidentally abusing our returns policies and processes.   |
|  | See also Open issues that block EMIR payouts and   |

en\_US#di\_riskybuyerdef">Risky buyer</a></td> </tr> <tr> <td> Abusive buyer - Buyer is blocked from opening returns on eBay </td> <td> <ul> <li>If a buyer continues to misuse returns or our buyer protection programs after receiving a warning, they may receive the next consequence of the <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1103">Abusive buyer policy</a>. This consequence can include being blocked from opening returns on eBay.</li> </ul> </td> </tr> <td> Accidental refund </td> <td> <ul> <li>Seller refunded the buyer by mistake</li> <li>If a seller voluntarily issues a refund eBay has no way to stop this refund</li> <li>Once the refund is issued we cannot recoup those funds from the buyer</li> </ul> </td> </tr> <td> ATO incidents </td> <td> <ul> <li>Seller's account was taken over by a fraudulent third party</li> </ul> </td> </tr> <td> Automation </td> <td> <ul> <li>eBay automates parts of the returns process when appropriate. Examples include, but are not limited to: <ul> <li>Automatically issuing return labels</li> <li>Automatically refunding the buyer on behalf of the seller</li> <li>Auto-escalating after the SMIR period has expired if criteria is met</li> <li>Immediately refunding a buyer for a low-dollar item without requiring the item to be returned</li> </ul> </li> <li>For more information about automation in the returns process, see <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1643">Automation - returns and refunds</a></li> </ul> </td> </tr> <td> Buyer abuse </td> <td> <ul> <li>We have concerns about the buyer abusing our eMBG coverage <ul> <li>Example: MAC notes about Buyer Claim Abuse</li> </ul> </li> <li>The seller reports the buyer for excessive requests/cases or misuse of our protection program</li> </ul> </td> </tr> <td> Buyer received an empty box </td> <td> <ul> <li>Buyer claims the package was empty - this is



considered SNAD but we will not ask the buyer to return the empty box

|   |                              |     |   |             |  |  |  |   |   |   |   |   |                      |   |               |  |
|---|------------------------------|-----|---|-------------|--|--|--|---|---|---|---|---|----------------------|---|---------------|--|
| Case/request timed out due to no response | Chargebacks and PayPal cases | See | Interactions with other case types subsection | Counterfeit | The buyer believes the item they received is not genuine | An item that is likely to infringe on the rights of a specific intellectual property owner | These items cannot be sold legally, no matter how they're described in the listing | Cross Border Trade (CBT), including customs fraud | CBT transactions may affect some returns flows (Note: CBT is not always an issue) | If either member requests that the item be declared at a lesser value or be marked as a gift, this is customs fraud | The member who committed the customs fraud is not covered by eMBG if the parcel doesn't arrive. This is true for both original and return shipping. | If both the buyer and the seller committed customs fraud within the transaction, then neither is covered if the item doesn't arrive. Again, this is true for both original and return shipping. | Event tickets issues | Buyer cannot use the ticket as intended / advertised or ticket arrived too late | False remorse | Item was actually SNAD, but the buyer chose a remorse reason |
|---|------------------------------|-----|---|-------------|--|--|--|---|---|---|---|---|----------------------|---|---------------|--|

</ul> </td> </tr> </tr> </td> False SNAD </td> </td> Item was returned as SNAD, but the seller claims it's actually a buyer's remorse scenario </ul>

- Sellers need to report buyers if they have filed a SNAD, but its later found to be truly remorse.

Heres how they can </a

[</td> </tr> </tr> </td> Used or damaged return </td> </td> </ul>

- Seller claims the returned item is damaged or not in the condition in which it was sent </li> </li> The seller is not claiming the same issue as the buyer </ul>
- Example: The buyer says the watch has scratches. The seller receives it back and the band is broken</li> </ul> </li> </li> Seller claims the buyer altered the item after receiving it \(before returning it\)  </ul> </li> If the alteration was necessary to determine SNAD, this is not considered a used or damaged return</li> </li> Example: without the seller's permission, the buyer tried to repair an item and damaged some of its parts before sending it back</li> </ul> </li> </ul> </td> </tr> </tr> </td> Fraudulent return</td> </td> </ul> </li> For the return item, the buyer substituted the original item with something else</li> </li> Example: the buyer received a cell phone, but returned a brick in a box to the seller</li> </li> Internally, fraudulent returns are also known informally as "brick in box"</li> </ul> </td> </tr> </tr> </td> Hazardous returns \(unacceptable to ship\)</td> </td> </ul> </li> The item is considered hazardous to ship back to the seller through the mail system</li> </li> Examples: perishable items, broken glass, opened bottle of wine, leaking battery</li> </ul> </td>](https://www.ebay.com/help/selling/resolving-buyer-issues/report-issue-buyer?id=4084)

|                                 |
|---------------------------------|
| Item location misrepresentation |
|---------------------------------|

The seller must clearly detail where the item is located (being shipped&nbsp;from) without any contradictions

The listing's Item Location field can't contain confusing, false, inaccurate, or misleading information

Example: item was listed as located in "Omaha, Nebraska, United States", but when received the buyer sees the package was sent from "Hong Kong, China"

This would imply an unexpected additional cost for the buyer to return the item

|                            |
|----------------------------|
| Item removed (admin ended) |
|----------------------------|

eBay removed the item from the site and it's not visible anymore for either buyer or seller

This may happen even after auction ends / item is paid for

Example: an item in violation of our Prohibited Items policies like Nazi paraphernalia

`&a id="di_wrongx_PRT" name="di_wrongx_PRT"&`Deducting an amount from the refund after the item is returned

A seller can deduct an amount from the refund if the following conditions are true:

- The seller offers free returns and is not Below Standard
- OR--
- The seller is Top Rated and offers a 30-day or more return policy
- OR--
- (US and CA only) The seller receives a buyer-paid remorse return in one of these categories: Business & Industrial - category exception; Parts & Accessories - category exception; Collectibles & Art - category exception; Cameras & Photo; Medical, Mobility, & Disability equipment; Home Improvement; Furniture; Musical Instruments & Gear; Yard, Garden & Outdoor
- AND--
- The item is returned in a condition that is different from its original condition
- Examples: Item returned damaged, missing parts or returned opened

Where a seller offers free returns and is not Below Standard or is Top Rated, a partial refund is applicable to all return reasons

Prior to escalation, within the flow,

sellers can provide a comment to the buyer on why a partial refund was issued

- Deductions

Eligible sellers can choose to deduct a percentage or a monetary amount from the original item cost, up to 50% of the cost

Eligible sellers can choose deductions of 5%, 10%, 15%, 20%, 25%, 30%, 35%, 40%, 45% and 50% less than the original item cost when refunding the buyer, in line with

<https://cskbapp/art?page=content&id=GUIDE1093#guidance> eBay

The seller can and should add comments on why they are issuing the partial refund. eBay expects a partial refund from sellers only if a returned item is not in its original condition

Member experiences:

Here is an example of what the buyer sees when the seller has issued a partial refund

[https://cskb.qa.ebay.com/library/EBAY/Images/LIVE/2001-3000/2080/LTF5\\_Buyer\\_Yougotarefund.png](https://cskb.qa.ebay.com/library/EBAY/Images/LIVE/2001-3000/2080/LTF5_Buyer_Yougotarefund.png) Buyer experience (opens in new tab)

For the sellers experience, see Instructions/steps to resolve

How to deduct an amount from the refund

Asking eBay to step in and help

A buyer has 10 calendar days from the date of a partial refund to escalate and request a full refund

Guided Judgment must be used to adjudicate the escalation

Guided Judgment uses a buyer-risk model that is built into the tool to decide if the buyer should be covered for the missing amount.

High value buyers will be refunded, however if the buyer is low value/abusive, they will not.

US Only: Sellers who list in eligible categories (see list above) may still deduct an amount from the refund, but if the buyer escalates for the remainder amount and they are not considered risky, we will recoup the remainder from the seller unless they are Top Rated/Offer Free Returns and are not Below Standard

|   |
|---|
| Missing parts   |
| Buyer claims there is a missing item in the package                       |
| Example: a brand new iPhone, which when it arrives the charger is missing |

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id="di\_multiitemproblemsdef" name="di\_multiitemproblemsdef"></a>Multi-item problems</td> <td> There are 2 types of multi-item problems<ul> <li>Multi-item purchase:<ul> <li>The buyer purchases multiple of the same item and received some, but others were missing<ul> <li>Example: a buyer purchases a quantity of 10 rubber duckies from a listing for 1 rubber duckie. The buyer only receives 8</li> <li>The missing items are treated as an INR. See<a href="https://cskb-author.vip.ebay.com/?page=content&id=GUIDE1566">Item Not Received</a></li> </ul> </li> <li>The buyer purchases more than 1 item from a single seller, but doesn't receive all the items<ul> <li>Example: a buyer purchases a puzzle and a board game from a single seller. The buyer receives only the board game</li> <li>The missing item is treated as an INR. See <a href="https://cskb-author.vip.ebay.com/?page=content&id=GUIDE1566">Item Not Received</a><br>  </li> </ul> </li> </ul> Item not as described:<ul> <li>The buyer purchases a lot of items and received some, but others were missing<ul> <li>Example: a buyer purchases a lot of 10 rubber duckies. The buyer only receives 8</li> <li>The missing items are treated as a return</li> </ul> </li> <li>The buyer purchases more than 1 item from a single seller (multi-item purchase), and at least one of the items is not as described<ul> <li>Example: a buyer purchases a puzzle and a board game from a single seller. The items arrive, but the puzzle is not the one the buyer expected</li> <li>This is treated as a return</li> </ul> </li> </ul> </li> </ul> </td> <tr> <td><a id="di\_openissues" name="di\_openissues"></a>Open issues that block eMIR payouts</td> <td> Internal Information Buyer:<ul> <li>If a buyer has any of the following open issues on their account, they aren't eligible for an eMIR (No Fault, Appeal Granted) and overrides will be blocked:<ul> <li>High Risk Suspensions: 663, 621, 556, 457, 250, 190<br> Multi-Account Restriction: 572, 491, 358, 357, 356<br> Fraud Risk

Restrictions: 464, 248, 183, 7, 1  
 Buyer Abuse Blocks: 688, 655  
 Seller:  
 If a seller has any of the following open issues on their account, they aren't eligible for an eMIR (No Fault, Appeal Granted) and overrides will be blocked:  
 High Risk Suspensions: 419, 188, 384  
 Indefinite Suspensions: 233, 305  
 Multi-Account Seller Restriction: 387, 122  
 Fraud Risk: 49, 172  
 Below Standard: 181, 224  
 Request or case times out  
 The eMBG Policy gives specific time frames for a return request  
 The return timeout and escalation timeline depends on the actions of the buyer and seller  
 Once a return times out on the site, it cannot be reopened  
 The return request may still be eligible for escalation, depending on the actions of the buyer or seller  
 See the [eMBG Policy](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520) for more information about time frames and the eMBG timeline  
 Requiring photos for SNAD returns  
 Buyers are required to provide photos of their item when filing a SNAD return  
 There are some instances where a buyer may not provide a photo:  
 The buyer does not have access to a digital camera or smartphone  
 Returns opened by a teammate will not require a photo  
 If the issue can't be seen in a photo, (e.g. a cell phone's sound doesn't work, a missing part, etc.) the buyer should provide a clear description with their photo in the return comments  
 This change went into effect May 2022  
 Risky buyer  
 Buyers who have been warned, restricted, or suspended for activity that has been found in violation of our [Policy](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1103)

target="\_blank">Buyer Abuse Policies</a></li> </li></li>Buyers who have been warned, restricted, or suspended are not eligible for courtesy payouts</li> </ul> See also <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1567&ViewLocale=en\_US#di\_abusivebuyerdef">Abusive buyer</a></td> </tr> </tr> </td> Stolen goods claims </td> </td> </ul> </li>Buyer claims item received is stolen property </ul> </li>Example: mobile phone that has been blocked by the manufacturer / service provider, and it's therefore unusable</li> </ul> </li> </li>The rights owner contacts buyer or eBay that the item was obtained illegally </ul> </li>Example: FitBit contacts buyer and eBay notifying that the item was obtained illegally</li> </ul> </li> </ul> </td> </tr> </tr> </td>Tracking confirms delivery, but it's not there (stolen from porch)</td> </td> </ul> </li>Seller claims they didn't get the item back even if the tracking number confirms a successful delivery</li> </ul> </td> </tr> </tr> </td>Wrong return address used</td> </td> </ul> </li>The item has been sent back to an incorrect return address</li> </li>Keep in mind that sellers have four address types on eBay: Registration, Shipping, Ship From, and Return </ul> </li>It is the seller's responsibility to keep these addresses up to date</li> </ul> </li> </ul> </td> </tr> </tbody> </table> <a name="tp\_interactionwipp"></a>

Interactions with other case types Interactions with PayPal cases </ul> </li>An eBay case cannot be opened if there is a PayPal case for the same transaction or item number (see <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#EnforcementCriteria">eMBG Policy</a> Enforcement Criteria</a>> 1.1 Eligibility) </ul> </li>This is true even if the PayPal case has been closed</li> </li>PayPal cases take precedence over eMBG cases</li> </ul> </li> </li>A PayPal case will override the eBay case - the eBay case will be closed when the PayPal case is opened </li> </ul> Internal Information </ul> </li>Do not ask the member to close the PayPal case</li> </li>If more detailed info is needed, the member should discuss the case with PayPal</li> </ul>

Credit card chargeback opened <ul> <li>If a buyer has already initiated a chargeback process, they will need to continue to work with the credit card company <ul> <li>Buyer should not open an eMBG case</li> <li>See <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#EnforcementCriteria" target="\_blank">eMBG Policy > Enforcement Criteria</a> > 1.1 Eligibility</li> </ul> </li> </ul> </li> </ul> <a name="tp\_shipping"></a> Shipping/Postage Is the return eligible for an eBay-provided label? <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td width="50%">Eligible (if all of the below are true, return is eligible)</td> <td>Not eligible (if any of the below is true, return is not eligible)</td> </tr> <tr> <td valign="top">Domestic transaction</td> <td valign="top"> Cross Border Trade (CBT) transactions <ul> <li>This includes our International Freight Forwarding (iFF) program for CN and MX buyers</li> </ul> </td> </tr> <tr> <td valign="top">Within size and dimensions limits (see <a href="https://www.usps.com/ship/preparing-domestic-shipments.htm" target="\_blank">here</a>)</td> <td valign="top">Bigger/heavier than accepted limits (see <a href="https://www.usps.com/ship/preparing-domestic-shipments.htm" target="\_blank">here</a>)</td> </tr> <tr> <td valign="top">Transaction eligible for eMBG coverage</td> <td valign="top"> Transaction is not eligible for eMBG coverage </td> </tr> <tr> <td valign="top">&nbsp;</td> <td valign="top"> PO boxes (for additional details, see <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1567&ViewLocale=en\_US#TalkingPoints">Talking Points</a> in this article > Shipping and tracking, including customs > The return address is a PO Box) </td> </tr> </tbody> </table> Integrated carrier <ul> <li>A carrier that shows tracking updates directly in our site (tracking uploads and updates automatically) <ul> <li>Note: the seller's tracking view is different than what we can see</li> </ul> </li> </ul> </li> </ul> eBay partners with these



carriers in order to provide tracking updates within My eBay and the View order details page

Tracking information automatically updates in My eBay when the package is scanned

Integrated carriers:

- US site: [http://ir.ebaystatic.com/pictures/sc/sr201/consolidated\\_list\\_of\\_recommended\\_integrated\\_carriers\\_US\\_CA\\_AU\\_US\\_FINAL.pdf](http://ir.ebaystatic.com/pictures/sc/sr201/consolidated_list_of_recommended_integrated_carriers_US_CA_AU_US_FINAL.pdf)
- AU site: [https://p.ebaystatic.com/aw/pics/au/selling/eBay\\_integrated\\_carriers\\_AU.pdf](https://p.ebaystatic.com/aw/pics/au/selling/eBay_integrated_carriers_AU.pdf)
- CA site: <https://pages.ebay.ca/seller-centre/shipping-returns/ebay-integrated-carriers.html>
- DE: Deutsche Post, DHL Express, DHL Packet, DPD, Hermes - DE, UPS
- IT: Poste Italiane

(Note: This can only be used for parcel products, not postal services such as Posta Raccomandata or Posta 1)

- SDA, BRT, FR, Mondial Relay, Shop2Shop, Chronopost relais, GLS, DHL, ES, Correos, GLS, DHL

Non-integrated carrier

A shipping carrier for which our system does not automatically update the tracking progress on our site

The majority of carrier websites do not require a login in order to check the progress of a package

Validating return tracking

Priority order

The priority order in which we validate tracking

for returns is:

- 1st - Carrier website
- 2nd - Third-party tracking site

The carrier website or third party

tracking site must show 3 things must be considered valid and useable:

- Date
- Status (in-transit, delivered, notice left, etc)
- and

Zip / postal code or the city / town

If the 2 methods show inconsistent information, then use the method that provides the most updated information (recent scans)

Third-party tracking sites

Here are some websites which use information from multiple carriers to track an item:

- 17track.net
- PackageTrackr.com
- Track-trace.com
- Trackitonline.org
- Parcelmonitor.com
- Postal.ninja/en/track
- Parcelsapp.com

For orders returned using the logistic service Convelio (recognizable by tracking number format CVOxxxxxx):

Normal eMBG policy applies in case of a return

Tracking can be validated using the tracking link provided by the seller inside eBay messages

Multiple tracking numbers

When validating tracking, there may be multiple tracking numbers uploaded by the member

At escalation, ensure you're validating the most recent tracking number

At appeal, ensure you're validating the tracking number that was uploaded before the case was adjudicated

If the member uploads a valid tracking number after the case was decided, it is invalid (even if tracking shows delivered)

Review the entire tracking history

Check the entire tracking history

There are events that take place that could determine the outcome of the case. Examples include, but aren't limited to, "Return to seller (RTS)", "Cash on Delivery (COD)", "Refused"

Add the website URL to the case notes

Ensure you add into your case notes the web address of the site you used to validate tracking

This allows us to honor each other in how we work

Example: Copy/paste the web address in GJ from USPS if you are using this method to validate tracking

Do not use the following to validate tracking:

The billing tool

Screenshots

Any tracking that requires a teammate to log into an account using special login information (e.g., a logistics services account)

HIPO shipping service directory:

For general guidance on the shipping service for the delivery of the item, go to:

<https://www.upu.int/en/Universal-Postal-Union/About-UPU/Member-Countries>

<https://www.upu.int/en/Universal-Postal-Union/About-UPU/Member-Countries>. Select the country to see its main shipping service.

Shipping insurance

If the shipment is lost or damaged while in transit, a shipping insurance claim can be filed with the insurance company

Shipping insurance protects sellers should an item become lost or damaged in transit

An option to purchase insurance is provided while creating shipping labels on eBay

Insurance is not automatic, the seller will always have to choose to use it

For more information,

see

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1015>

Shipping insurance coverage and claims (includes ShipCover) - US only article

Keep in mind shipping insurance may affect some return flows

Military addresses (US only)

Certain addresses, like Post Office boxes or military bases, don't allow for signature confirmation

When a total order is more than or equal to 750 USD (or

<https://www.ebay.com/help/policies/member-behavior-policies/signature-confirmation-policy?id=5154#section4> local currency equivalent), signature confirmation is required. If the buyer's address won't allow for signature confirmation, you must use delivery confirmation instead

Freepost returns (UK, FR, IT, ES only)

Freepost is a postal service provided by various postal administrations, whereby a person sends mail without affixing postage, and the recipient pays the postage when collecting the mail. Buyer should be given a paper receipt from the post office at the time of shipping

<li>Freepost shipping does not provide a tracking number or scan information. For this reason, once shipped, there will be no valid proof of delivery</li> <li>Some sellers might offer buyers to use freepost to return an item. In this case the seller will take full responsibility for the delivery of the item, even in the case of a remorse return</li> <li>Offering to use freepost to a buyer will therefore affect the case adjudication in case the seller later claims that they haven't received the item back</li> </ul>

### Paying for Return Shipping (US & UK ONLY)

When opening a return request, a buyer can receive a return label in one of three ways: <ol>

- eBay provides a label in the return request</li>
- The seller manually uploads a label</li>
- The buyer purchases a label directly from the carrier</li>

When eBay provides the label, either the seller or the buyer will be charged depending on the type of return and whether the seller offers free returns<br> If the buyer opens a <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567">remorse return request</a> and the seller does not offer free returns, the buyer must pay for the label. We charge the buyer by deducting the label automatically from the refund they receive from the seller<br> The buyer can see the final cost of the return label in the return details within My eBay: <ul>- Go to My eBay</li>
- Scroll down to Returns and cancelled orders</li>
- Click on the See return details button on the right</li>

If the buyer received a refund from the seller, we will display the cost of the return label deducted from the total refund

### Paying for Return Shipping (CA and CAFR)

See <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1567&ViewLocale=en\_US#tp\_shipping">Talking points > Shipping and tracking, including customs</a> to determine who pays for return shipping

If the seller is paying for return shipping: The seller will tell the buyer how they would like the item to be returned. Generally, they'll ask buyer to send the item back using one of the following: <ul>- A Shippo return label </ul>
- Learn how to print a Shippo label by visiting our <a href="https://www.ebay.ca/sellercentre/shipping/shippo-labels#get-started" target="\_blank">Seller

Centre page

or the [Shippo website](https://goshippo.com/partners/ebay-shipping-tool/)

A label from their preferred carrier

If the seller provides a shipping label, the buyer can print it from the "Your postage label is ready" email

The seller may also contact the buyer to make other arrangements such as returning the item to their store or reimbursing them for return shipping. If the buyer is paying for return shipping: The buyer can choose how to send their item back to the seller. They can either pay for a Shippo return shipping label, or choose to send the item back using a carrier of their choice. If they choose to use their own carrier, we recommend using a tracked service. Tracking lets the seller know the item's on its way and allows us to see the progress of the return in case there's an issue.

[eIS and Returns eBay International Shipping](https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1760)

For more information on returns and eBay International Shipping, see [Guide1760](https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1760)

[eMBG Policy](https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1760)

[eBay International Shipping](https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1760)

Used or damaged returns

Used or damaged returns

Eligible sellers will be able to offer a partial refund should they receive an item not in its original condition

We do not offer courtesies for returns where the returned item arrives used or damaged

See the [Refund deduction policy](#)

guide for eligibility information regarding used or damaged returns

See [Refund deduction policy](#)

Enhanced seller protections: Refund deduction option for returns and shipping label credits for False SNADs

for talking points about used or damaged returns

[GUIDE.TIPS\\_FOR\\_MEMBERS](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1789#TalkingPoints)

For sellers Pre-sale (before the item is sold)

<ul> <li>Have a clear return policy</li> <li>Use best practices for listing your item</li> <li>Respond to a buyers query within 48 hours if possible</li> </ul>

Post-sale (sale completed) <ul> <li>Accept a returns request from buyers who open them within the time frame and policy</li> <li>Send your return shipping label promptly</li> <li>Use the SMIR period to communicate with the buyer</li> <li>Be aware of the eMBG timelines</li> <li>Put aside funding to cover labels for returns costs</li> <li>Provide proper postage for return shipping</li> </ul>

When and why you should insure a package <ul> <li>Sellers are responsible for making sure their items get to their buyers within the stated time frame and in the condition described in the listing</li> <li>Shipping insurance protects sellers should an item become lost or damaged in transit</li> <li>We recommend sellers insure packages when an item exceeds a value the seller isn't comfortable covering should the item were to be lost or damaged in transit </ul>

<li>See <a

Post-sale (sale completed) <ul> <li>Ship the return as soon as possible</li> <li>Make sure the postal service does an acceptance scan</li> <li>Upload valid tracking if its a remorse return or a seller-provided label through eBay messaging</li> <li>Be conscious of the timelines</li> <li>Return the right item to the seller, and in the condition it arrived in</li> </ul>   </h2>