

CE / CA documentation requirements

GUIDE.SUMMARY What Any CE-marked products that are sold into Europe must have an EU established economic operator listed on the product or packaging. Most larger brands of CE-marked products have an economic operator already established in the EU. The economic operator can be a manufacturer, importer, authorized representative or fulfillment service provider based in the EU. If the products you ship to the EU don't contain this information, your goods may be stopped at customs and/or not be delivered to your buyer.

GUIDE.RELATED_LINKS Related Help pages

- Selling products with a CE symbol into Europe
- <https://www.ebay.com/help/selling/selling/CE-mark-EU?id=5225>
- <https://www.ebay.com/help/selling/selling/CE-mark-EU?id=5225>

 Related articles

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1221> Product safety policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1209> Medical devices policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1171> Electronic equipment policy

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Document uploader

View eBay Messages.

Look for the email titled Action required: Submit compliance documents to keep selling.

Click the Document Upload button in the email and upload the required documents for the listings in the email.

Please allow 1 week for the regulatory team to review your documents.

Accepted file formats

You can send your documents to us in the following file formats: *.gif, *.jpg, *.png, or pdf. For security reasons, we do not accept any other formats or aggregated (compressed) or executable files.

The total size of the documents

cannot be greater than 10 megabytes (MB).

- Troubleshooting errors

If you're encountering errors on the document upload page, please check all of the following:

- Are your documents in the file formats that we support?
- Are your documents within the size limit (10 MB)?

If you forgot to factor in any of these requirements, you'll see an error and be returned to the beginning of the process.

GUIDE.TALKING_POINTS

Why did you hide my listing? We sent you an email, but you may have missed the time frame to upload your compliance documents. I sent in the documents requested. What do I do now? Thank you for uploading the compliance documents for your listing(s). Within a week, look for an email from us in your eBay Messages with the outcome of our review. I missed the deadline to upload my required documents. You have 5 days to upload the required documents. If you missed the timeframe, I can send an email to our compliance team to resend you the link to upload the documents. Your listings may be available again once you submit valid documentation and we complete our review. My document(s) was not accepted. The documents submitted were insufficient. I am emailing our compliance team to resend you the link to upload the documents. Your listings may be available again once you submit valid documentation and we complete our review. Please do not relist your item(s) until we have verified the documents are compliant.