

GUIDE.SUMMARY What eBay International Shipping (eIS) is an intermediated shipping program. It allows

<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1780#ProgramReqs> eligible sellers to reach international buyers without taking on the added complexity of shipping internationally. If there's a return request or INR opened on an item that was shipped through eBay International Shipping (eIS), the adjudication of cases may be different than the standard eMBG policy. This article describes those differences and other policy information important to eBay International Shipping (eIS).

Internal Information There are other international shipping options offered by eBay not to be confused with the eBay International Shipping: e.g. International Freight Forwarding (IFF is available for .com listings for CN & MX buyers) For more details on IFF see

https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1010&viewlocale=en_US#talkingpointsiFF International shipping - customs, duties, Value Added Taxes (VAT) (US only) e.g. UK

https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1047&viewlocale=en_GB&curPage=art&prevPage=srp Global Shipping Program (GSP) The US program converted to eBay International Shipping (eIS) in April 2023

e.g. eBay international standard delivery (eISD) This article includes

https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1760&ViewLocale=en_US#section1.1 1.1 eBay International Shipping

https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1760&ViewLocale=en_US#section1.2 1.2 eBay International Shipping events, definitions, &

description

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1760&ViewLocale=en_US#section1.3 > 1.3 eBay International Shipping timelines

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1760&ViewLocale=en_US#section1.4 > 1.4 eBay International Shipping INR use cases

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1760&ViewLocale=en_US#section1.5 > 1.5 eBay International Shipping returns use cases

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1760&ViewLocale=en_US#section1.6 > 1.6 eBay International Shipping appeal use cases

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1760&ViewLocale=en_US#section1.7 > 1.7 eBay International Shipping courtesy refunds and proofs
 About the use case tables
 Each case detail is presented with valid case outcome options (seller fault, buyer fault, eBay Make it Right, etc.) If a case outcome option isn't listed for the case detail, then that option does not apply </h2></h2> **GUIDE.RELATED_LINKS** Related articles

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https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1619&viewlocale=en_US > Auditor's exceptions for eMBG (This link will take you to the US CSKB, this article is only available in English) </h2>