

## LP - Terms of sale policy - List Practices

<h2>GUIDE.TALKING\_POINTS Offering item outside of eBay <ul> <li>We want buyers to have a great experience. A buyer should be able to come to eBay, purchase an item that's listed, and receive it in a timely manner.</li> <li>There shouldn't be items on the site that the seller doesn't intend to sell to a winning bidder.</li> <li>eBay isn't just for advertising items; if you list an item on the site, do so with the intent of actually selling it on the site.</li> </ul> Shipping practices <ul> <li>Sellers need to specify the specific shipping services, costs, and handling times for a listed item, and meet those terms to guarantee buyer satisfaction.</li> </ul> Why is my account restricted?  <ul> <li>We've noticed a pattern of activity on your account that indicates your shipping practices are not meeting your buyers expectations</li> </ul> What exactly did I do wrong?  <ul> <li>We assess accounts based on many factors and we don't disclose information that could allow circumvention of our policies</li> <li>Much of our information regarding how we review accounts remains proprietary and protected by eBay</li> <li>This policy takes a wide look at multiple shipping behaviors; the following criteria all play into it:  <ul> <li>Shipping the item using the shipping method offered/agreed to </li> <li>Delivering items within expected delivery date to avoid item not received claims </li> </ul> </li> </ul> Examples of not meeting your shipping service commitment to your buyer: <ul> <li>If your buyer selected "Expedited Shipping" during checkout but you used a "Standard" or "Economy" shipping option to ship the item</li> <li>If your buyer selected a tracked shipping service option and you did not upload tracking number</li> </ul> Our policy explained  <ul> <li>Ship service downgrade undermines the buyer trust and confidence in the eBay marketplace </li> <li>Today, eBay allows sellers to use a shipping service that is lower than different from the one stated in the listing, or the one the buyer paid for during checkout</li> <li>Buyers make purchases expecting that the sellers would ship the items through the ship service they selected

during checkout

- When sellers downgrade the ship service to save costs, this causes delayed deliveries and results in the buyers filing INRs

We anticipate that by applying enforcement for Ship Service Downgrade will help:

- Reduce defects from escalated INRs
- Increase buyer confidence and future consideration of eBay as a place to shop
- Promote a transparent and healthier seller environment where sellers offer the ship service type promised to the buyer during checkout, or the ship service type the buyer paid for

Can you remove the restriction?

No, this restriction is not appealable, but I am happy to talk through ways to avoid this issue in the future

How can I avoid these restrictions in the future?

Prior to offering shipping service options in your listings, confirm the expected cost, tracking availability and delivery speed of those shipping service options

Ship items using shipping service options with features that meet or exceed those the buyer selected

If you miss your handling time, consider upgrading the shipping service you select to ensure your buyer receives the item by the EDD quoted at checkout

Avoid unnecessary INRs by processing shipments within you handling time and uploading tracking

**GUIDE.SUMMARY**      What is the policy?



<https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1263/download.jpg>

Sellers should provide clear and accurate terms and conditions, and are required to meet the expectations they have set in their listings. These should include:

- Shipping services, costs, and handling time. A shipping service that ensures safe and timely delivery, including when offering free shipping, should be used. Note: Transactions over 750 USD (or

local currency equivalent) are required to have signature confirmation to be covered by eBay Money Back Guarantee

The forms of

payment accepted and that can be selected in eBay checkout

- A returns policy:
- Clearly stated criteria under which a return will be accepted
- Clearly stated time period in which the buyer must notify the seller about a return
- Who will pay return shipping
- How refunds will be issued

Clearly stated taxes or applicable government-imposed fees

Compliance with the

<https://cskb-author.vip.ebay.com/help/policies/listing-policies/presale-listings-policy?id=4252>

Presale listings policy, where applicable

Having items in an inventory or having an existing agreement with a 3rd party to fulfill the delivery of the item under the terms of the listing

When using a Pricing Promotion, following the rules in the

<http://pages.ebay.com/promo/terms/pricingpromotions.html>

pricing and promotions terms and conditions - opens in new window or tab

Why does eBay have this policy? Buyers and sellers are entering a contract when they complete transactions, so it is necessary to have clear details on what the transaction entails in order to guarantee satisfaction. This policy also helps sellers meet our performance standards.