

Automation - eMBG refunds, returns and items not received

<h2>GUIDE.TALKING_POINTS When are returns automatically accepted?

- We may auto accept a return on the seller's behalf in order to give the buyer a speedy return
- There are many different variables we consider when we auto accept returns, such as:
- Does the seller offer free returns?
- Was the return opened inside the seller's return policy?
- Is it a buyer-paid remorse return?
- The return reason
- The value of the item
- The location of the buyer and seller
- The category the item was listed in
- Does the return qualify for eMBG protection?
- Does the seller use RMA?

Note: This is not the full list of considerations. How does auto accept work if I use RMA?

- We will auto accept if you use RMA return labels but we will still provide you time to issue your RMA
- In the case of SNAD, if the return is accepted at open then the seller is provided 3 business days to provide the RMA
- In the case of remorse, if the return is accepted at open then the seller is given 1 business day to provide the RMA information

Can you opt out of auto acceptance?

- There's no opt out
- What if the remorse return falls outside your return policy?
- Auto accept won't apply in these cases

Will you auto issue eBay labels for SNAD returns in every case?

- We do not automatically issue an eBay return label when we auto accept a return
- There are many different variables we consider to determine if we should issue a label after auto accepting a return, such as:
- The size and weight of the item
- Has the seller taken any action on the return
- For example: approval, partial or full refund
- Has the buyer or seller asked eBay to step in and help (SMIR override)
- Is the transaction cross border trade (CBT) or part of the Global Shipping Program

(GSP) Note: This is not a full list of the things we look at to determine if we should issue a label to the buyer What happens with an empty box, or opened, damaged, used, or with missing pieces? Internal Information Some sellers may qualify to issue the buyer a partial refund. See Seller Protections How can auto accept prevent buyers who choose SNAD just to get a free label? Internal Information The seller may be eligible to receive a credit for the label cost. See Seller Protection eBay continuously monitors our buyers to look for suspicious behavior When we suspect a buyer is abusing our returns system in any way, we take action to stop the return from happening in the first place What if eBay doesn't know the dimensions of the item, will you still issue a return label? Our system will evaluate each item's eligibility for a return label based information about the product or similar items What happens if a return shipping label is not available for the transaction? We may still auto accept the return, if you are responsible for the return shipping you should issue a label as soon as possible If a return shipping label isn't available we may ask that you and the buyer make alternative shipping arrangements Are there any category exceptions? Internal Information There are category exceptions for items such as perishable items We have made some category exceptions based upon health and safety concerns What if I don't offer returns? If you receive a request that requires your response (such as SNAD), and take no action during the SMIR period, we may automatically accept the return and if possible issue an eBay return label The cost of the label will be billed to your invoice There won't be an impact on your seller performance. However, your performance may be impacted if the buyer escalates the case What if

your listings require RMA?
If your return preferences require a Return Merchandise Authorization (RMA) number, we may still auto accept but ask you provide the RMA number for the buyerYou can decide to offer a RMA number by checking the appropriate box in your Return Preferences pageIf you use RMA, the return will be accepted at open. For remorse returns, you'll be given 1 business day and for SNAD you'll have 3 business days to provide the RMA and, if you wish, an alternate label. Once the RMA period expires, a label will be provided to the buyer if you haven't already done so<p>Can sellers provide their own label with insurance and signature confirmation?
Sellers who use RMA can provide their own labelsSignature confirmation is not required when an eBay label is used for returnsSignature confirmation is required for items more than or equal to our signature confirmation threshold (or local currency equivalent) when seller provides own label for returnYou can find the signature confirmation amount in
a

<https://www.ebay.com/help/policies/member-behavior-policies/signature-confirmation-policy?id=5154>>our policy

Why can't you offer a partial refund when the return has been auto accepted?
Once the buyer has initiated the process of returning the item to you, you are no longer eligible to offer a partial refund. Partial refunds are allowed on auto-accepted returns as long as:
the buyer has not printed the shipping label (if an eBay label is available), or
the buyer has not marked the item as shipped.

Partial refunds are not an industry standard. Buyers are generally less satisfied with their experience when they have to negotiate with the seller rather than return the item immediatelyBuyers who don't come to an agreement with their seller may be less likely to buy on eBay again.

Can sellers communicate with buyers prior to the automatic acceptance of the return?

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 What type of return shipping label does eBay provide? eBay provides either a FedEx or USPS label to the buyer when a return is accepted The cost of the label is determined by the weight and dimensions of the package (US & UK only) If return is for buyer's remorse, buyers will pay for the label cost: Managed payments (2.0) - deducted from their refund How can a seller make sure that an item is sent back to the correct location? You can specify the location when you set rules in your Return Preferences What should drop shippers do? A seller's return address is the address in the Return Address field within My Preferences If you would like to route items to different addresses,

you have these options (Subsidized labels) Why do I not get free return shipping this time (it happened last time)? We offer free return labels in some returns situations Our system takes a number of things into account, including shipping costs, seller profile and whether we've covered the cost of a label before In this case we're not able to offer a free return label (LVT auto refund) Why have you refunded the buyer without asking them to return the item? We take a number of things into account when deciding if we should refund the buyer In this case, we felt refunding the buyer without the item being returned was the best option. eBay covered the cost of the refund (Auto refund) Why did eBay refund the buyer? If the tracking number confirms the seller has received the return item and the time for the seller to refund has expired, eBay may automatically issue a refund Since the time

to refund had expired and we see from the tracking that you have the item back we issued the refund on your behalf

- Closing the return in this way has no impact on seller performance

Buyer: Why did my return request auto close?

The return request closed as the given time line to return the item to the seller expired

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 follow our timelines

Seller: The buyer sent the item after the return deadline given in the email

We allow the return request to remain open for a few days after the deadline given in the email

This allows a seller to assist a buyer beyond the return deadline, if they choose to do so

There is indication that the item has been shipped

We look for signals to determine if the buyer has shipped the item, if we can make a determination that they haven't shipped the return we may auto close the return

GUIDE.DETAILED_INFORMATION

[id="autoaccept" name="autoaccept">Auto accept](#)

We may auto accept at open when:

- A return requests opened within seller's return policy
- If the seller offers free returns
- It is open for a remorse reason and free returns are not offered
- SNAD RMA or insurance purchased on outbound eBay label

Note: Return will be accepted at open but label not provided to buyer until SMIR expired

- Auto accept doesn't apply for:
- Buyer remorse requests where seller does not accept returns
- LVT refund at open
- Subsidized labels
- Seller on vacation
- Special programs such as GSP, BOPIS, PUDO, Argos, Pantry, Authenticate
- CBT, eBay Plus
- Oversized/overweight packages
- Freight
- Multi-quantity purchases

Note: sellers can create rules in their return preferences that auto approve in other situations or send immediate refunds without needing the item back.

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1643&ViewLocale=en_US#autorules Here's how.

We may auto accept at end of SMIR

If a return is outside a seller's return policy but within eMBG and there is no indicator that the seller has resolved the buyer's issue, we automatically issue an eBay return label (when available)

Notes:

- The system can only recognize message responses if sent within the open return. It can't detect eBay My Messages
- When buyer receives the return label, the return request moves to 'ready to ship'
- When a label is issued by eBay, the label's address is the seller's primary return address selected in their account settings

Auto refund (LVT)

- When a return request is opened on an eligible transaction for a low dollar item, eBay may immediately refund the buyer without requiring a return
- We do this as a courtesy for trusted members when we can see that the cost of returning the item is greater than its value
- The seller won't be charged for this and the request will close without impacting on their seller performance
- Eligibility is based on return shipping cost relative to the item price, and seller and buyer status
- Limits are in place to prevent buyers or sellers from misusing this refund

Note that if a seller has auto accept rules set up, we won't issue the refund on the seller's behalf even if the item is low dollar

Subsidized labels

- We offer free return labels at the time of acceptance in some returns situations
- Eligibility is determined by rules that calculate shipping cost relative to the item price, seller, and buyer attributes
- This is applicable to remorse returns where a return label is available
- Only

returns meeting select criteria will be offered

- Members will be notified of the return shipping costs when the label is provided
- eBay pays the cost of the return shipping
- Subsidized labels are a courtesy. They are not provided in situations where:
 - Seller has auto-refund rules set up or already provides free returns for the buyer
 - Buyer is already provided a label through an eBay program or offer
 - eBay has already provided multiple labels for the buyer or on behalf of the seller recently
 - CBT transactions

id="autorefund" name="autorefund">Auto refund

- eBay may automatically issue a refund to the buyer 2 business days after the tracking number confirms delivery of a returned item to the seller
- The refund works the same as if the seller refunded on their own
- Automatically issuing a refund in this way has no impact on seller performance
- To prevent misuse, auto refund will only apply if the refund amount is under a certain value
- If a seller has auto refund rules set up, the seller's rules will take precedence over eBay's auto refund
- If the seller escalates for faulty return/fraudulent, or sent a replacement prior to auto refund the case will proceed as normal

Auto Refund for managed payment sellers

- When eBay automatically refunds we will use the sellers virtual account balance
- If there are not enough funds in the virtual account the refund will be charged to the backup funding source

Internal Information

- When auto refund is issued, we cannot grant the appeal through Guided Judgment. Our system considers auto refund the same as if the seller refunded on their own
- Follow the appeals flow within Guided Judgment to determine if the seller is eligible for an appeal (faulty return/fraudulent return/ seller sent a replacement)
- If Guided Judgment gives the recommendation of granting the appeal, submit a manual correction

id="inactive" name="inactive">Closing abandoned returns

- When a seller accepts a return and provides a label, we give buyers time to ship the item back

We ask the buyer to ship the return within 5 business days of acceptance. However, we allow a return scan for the entire duration the request is open on the eBay site
 If the buyer does not ship the return item, we send standard reminder emails approximately day 4 after the seller accepted the return The duration to timeout depends on what actions the buyer has taken These are the approximate timelines applicable to returns accepted on or after 1 July 2020
 <table border="1" cellpadding="0" cellspacing="1">
 <tbody>
 <tr>
 <td>Conditions</td>
 <td>Timeout period</td>
 </tr>
 <tr>
 <td>All of the following conditions are true:

 The return is being shipped with an eBay label
 The buyer has not printed the eBay label

 </td>
 <td>Date of acceptance + 15 business days</td>
 </tr>
 <tr>
 <td>All of the following conditions are true:

 The return is being shipped with an eBay label
 The buyer has printed the label, but we have not received a shipping scan

 </td>
 <td>Date of acceptance + 15 business days</td>
 </tr>
 <tr>
 <td>All of the following conditions are true:

 The return is remorse where the buyer is required to purchase a label
 The return is being shipped with a non-eBay label and no other label is uploaded
 The buyer has not marked the return as shipped
 The seller has not marked the return as delivered

 </td>
 <td>Date of acceptance + 15 business days</td>
 </tr>
 <tr>
 <td>All of the following conditions are true:

 The return is SNAD and free return shipping was offered
 The return is being shipped with a non-eBay label
 The buyer has not marked the return as shipped
 The seller has not marked the return as delivered

 </td>
 <td>Date of acceptance + 15 business days</td>
 </tr>
 <tr>
 <td>All of the following conditions are true:

 The return is SNAD or free return shipping was offered
 The

 </td>
 <td>
 </td>
 </tbody>
 </table>

return is being shipped with a non-eBay label and no return label was uploaded

- The seller has not marked the return as delivered

Date of acceptance + 35 business days

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[Auto Escalate](#)

- eBay may choose to auto-escalate cases based off certain criteria or program
- For example, items sold through the Global Shipping Program may have an INR case auto-escalated if we can see a delivery event to the shipping center. This is because the seller successfully delivered the item to the shipping center, so we want to hold the third-party shipper responsible, not the seller.

[Speedy resolution of INR cases \(US, CA, AU only\)](#)

- See <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=LIVE2228>

[Speedy resolution of return requests \(US, CA, AU only\)](#)

- See <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=LIVE2229>

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

[drop](#)

[drop](#)

Seller is a drop shipper

- A seller's return address is the address in the Return Address field within My Preferences
- If you would like to route items to different addresses, you have 2 options:
- You can create a rule in your Return preferences:
- In My eBay, click the Account tab
- Click Selling preferences
- Click Edit beside Return preferences
- Scroll down and select Go to advance return rules
- A rule can allow you to set a return address based on return reasons, price, categories, and items
- Using Return Preferences, you can set up lists of up to 500 items. The list of items can be used to automated returns to a specific return shipping address
- There

are no limits to the number of lists you can set up

Option B: Opt into using RMAs

Sellers can opt in to using RMAs in their Return preferences:

In My eBay, click the Account tab

Click Selling preferences

Click Edit beside Return preferences

Check the box under RMA number

Sellers that need to select a specific return address, other than primary return address, should opt into using RMAs

RMA numbers allow sellers to provide the return address at that time

RMA numbers allow sellers to assign a unique ID or value to the return

Sellers have 3 business days to provide the RMA

Sellers can use whatever identifier they prefer, so that they can identify the transaction to the buyer

At this time, our system does not automatically assign RMA #s

To set up an automated return rule:

In My eBay, click the Account tab

Click Selling preferences

Click Edit beside Return preferences

Scroll down and select Go to advance return rules

Set up auto-disposition for returns (return automation rules)

How to set up auto-disposition for returns (return automation rules):

In My eBay, click the Account tab

Click Selling preferences

Click Edit beside Return preferences

Additional information:

Sellers can set up rules to:

Automatically approve returns

Automatically refund and let the buyer keep the item

Sellers can set basic or advanced rules to automate return approvals, and send the buyer an eBay-generated return shipping label immediately

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

Note: sellers are not required to automate their returns

Return policies can be set up when creating or editing a listing List of integrated carriers
US site:
 https://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

CA site:
 https://pages.ebay.ca/seller-centre/shipping-returns/ebay-integrated-carriers.html
 </h2><h2>GUIDE.SUMMARY What Auto accept means automatically issuing returns labels. We auto accept in many return scenarios Auto refund Low Value Threshold (LVT) means we may immediately refund the buyer for a low dollar item without requiring a return
Subsidized labels means we automatically provide free return labels at the time of acceptance in some returns situations Auto refund means we may immediately refund the buyer 2 business days after an item has been confirmed as returned to the seller

Closing abandoned returns means closing out a return case automatically if the buyer takes no action once they've been invited to return an itemAuto escalate means we may immediately step in to help, either before or after the SMIR periodSpeedy resolution of INR cases means we may immediately step in to adjudicate an INR case after the SMIR periodSpeedy resolution of return cases means we may immediately step in to adjudicate a return request after the SMIR period WhyAutomation simplifies the return and refund experience and saves time for everyone </h2>