

## Cell phone (wireless) service contracts policy

When you offer cell phone service contracts, your listings need to clearly state what regions, states, or ZIP codes are serviced by the plan, as well as any restrictions.

**Frequently Asked Questions**

What special requirements do I need to follow when listing cell phone contracts?

If you're an authorized reseller offering cell phone service contracts, you must include the following text in your listings. "As an authorized reseller of cell phone services, I will provide a full refund within 10 days to any buyer that does not qualify for our service. This may occur if the buyer is located outside the area to which I am authorized to resell, or if the buyer is rejected for other reasons, such as not meeting our credit requirements. To fully understand our coverage area and policy, please carefully read the terms and conditions in the listing." You'll find a full list of requirements in our full policy below.

If I have trouble with my contract, can eBay help?

eBay isn't party to these types of contracts, so we don't review them, adjudicate, or take sides in any disputes. If you have an issue with your contract, you should contact the seller directly. Read our

<https://www.ebay.com/help/policies/prohibited-restricted-items/contracts-policy?id=4301>; Contracts policy; for more information.

Read our full policy

**Cell phone (wireless) service contracts policy overview**

You can list cell phone service contracts on eBay either by themselves or bundled with a phone. Activity on eBay is required to follow this policy, the eBay User Agreement; and all applicable laws, as well as respect the rights of third parties. If it doesn't, eBay may take action consistent with applicable laws and the eBay User Agreement; and may even be legally required to do so. Such actions may include, as an example only: Removing the listing or other content, issuing a warning, restricting activity or

account suspension.&nbsp;&lt;h2 id="section2"&gt;What are the guidelines?&lt;/h2&gt;&lt;img

alt="Restricted"

src="https://secureir.ebaystatic.com/pictures/aw/OCS\_SelfService/iocnRestricted.svg" /&gt;

RestrictedIf you sell a service contract or a phone bundled with a required service contract, you

need to:&lt;ul&gt;&lt;li&gt;Be an authorized reseller of cell phone services&lt;/li&gt;&lt;li&gt;Offer a

full refund within 10 days of payment to any buyer who is rejected for a service

contract&lt;/li&gt;&lt;li&gt;Clearly state in your listings what regions, states, or ZIP codes of the

country are serviced by the plan, and any restrictions buyers may encounter&lt;/li&gt;&lt;li&gt;Include

the following text in all service contract and bundled

listings:&lt;/li&gt;&lt;/ul&gt;&lt;em&gt;&quot;&lt;/em&gt;As an authorized reseller of cell phone

services, I will provide a full refund within 10 days to any buyer that does not qualify for our service.

This may occur if the buyer is located outside the area to which I am authorized to resell, or if the

buyer is rejected for other reasons, such as not meeting our credit requirements. To fully understand

our coverage area and policy, please carefully read the terms and conditions in the

listing.&lt;em&gt;&quot;&lt;/em&gt;We recommend copying and pasting this text directly into your

listing. Be sure to use the same font size as the rest of your description.&nbsp;TipVisit &lt;a

href="/sellerhelp/policy" target="\_blank"&gt;Seller Help - opens in new window or tab&lt;/a&gt; to

find details of any policy issues with your account or listings, and get the information you need to

quickly resolve them.&lt;h2 id="section3"&gt;Why does eBay have this policy?&lt;/h2&gt;This policy

helps protect buyers from purchasing a service plan that won&#39;t work in their area or from

purchasing a plan where they don&#39;t meet the qualifications.&lt;/h2&gt;