

Item not received (INR), including stolen from porch

GUIDE.SUMMARY		What
		Terms
		Definition
		Item Not Received (INR)
		<ul style="list-style-type: none"><li>An INR happens when 3 things occur in a transaction:</li><li>The buyer paid for an item</li><li>The item was not delivered to the buyer by its delivery date</li><li>The seller couldn't or didn't provide valid proof of delivery</li></ul>
		For more details, see
		<a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&amp;id=GUIDE1520#section3.1" target="_blank">https://cskb.qa.ebay.com/csxbapp/art?page=content&amp;id=GUIDE1520#section3.1</a>
		EMBG Policy
		3.1 INR
		Seller Make it Right (SMIR) period
		eBay encourages members to work things out when a buyer doesn't receive an item
		The SMIR period is the number of days a seller has to resolve the issue after the buyer opens an INR request
		For timelines for all locales, see
		<a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&amp;id=GUIDE1520#section2.1" target="_blank">https://cskb.qa.ebay.com/csxbapp/art?page=content&amp;id=GUIDE1520#section2.1</a>
		EMBG Policy
		2.1 Timelines
		Seller Make it Right (SMIR) period
		INR request
		An INR request is opened when a buyer notifies a seller that they haven't received an item
		INR case
		An INR request becomes an INR case when a member asks eBay to step in and help
		eBay Money Back Guarantee (eMBG)
		If a buyer doesn't receive an item, the eBay Money Back Guarantee ensures they receive the item or a refund
		See
		<a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&amp;id=GUIDE1520#DetailedInformation" target="_blank">https://cskb.qa.ebay.com/csxbapp/art?page=content&amp;id=GUIDE1520#DetailedInformation</a>
		EMBG Policy
		Detailed Information
		for a description of the

general flow of eMBG cases

How are INRs managed	Terms
Definition	Buyer opens an INR request
The buyer notifies the seller that they haven't received the item they purchased	
If the buyer can't reach a resolution with the seller, they can ask eBay to step in and help	
INR request becomes an INR case	
When a member asks eBay to step in an help, eBay reviews the transaction and makes a decision	
Case adjudication	
If a member asks eBay to step in and help, eBay determines the outcome of the case	
Possible outcomes are:	
Buyer fault	Seller fault
eBay Makes it Right	
Claim is closed by eBay	
Appeals	
If the member who lost the INR case disagrees with the outcome, they can appeal the decision	
The appeal is reviewed by eBay to determine if the original case adjudication was correct	

How to use this article

Section	How to use this section
Use with the eMBG Policy article (GUIDE1520)	
To support teammates and the audit team, KM refers back to eMBG policy for policy information where applicable.	
That way, KB users are viewing INR policy information within the context of eMBG Policy as a whole	
Talking Points	
These are common questions asked by members and the suggested answers to those questions	
Detailed Information	
This section provides	

the contextual information the teammates use to:

- Understand the member's situation
- Differentiate one situation from another
- Understand eBay's resolutions
- Answer complex questions, not easily communicated in talking points

Instructions/Steps to Resolve

This section provides step-by-step instructions or information for members to follow on the site

This section does not provide step-by-step adjudication for teammates

Enforcement Criteria

This section points you to the

[eMBG Policy guide \(GUIDE1520\)](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520)

There, you'll find the detailed information about the policies that we enforce

M2M Workflows

These are the step-by-step instructions to use when adjudicating cases

One-offs

This section provides information on less common situations

Tips for Members

This section contains advice for buyers and sellers to avoid INR situations

Section	Content
Related Links	
Member and teammate content related to INRs	
Talking Points	
Member questions	
Buyer questions	
Seller questions	
Shipping and tracking, including customs	
Cross-border trade (CBT) in general	
Cross-border trade (CBT), eIS-specific	
Appeals / Case closure	

<tr> <td>Detailed Information</td> <td> <ul> <li>Member experience and responsibilities</li> <li>What can go wrong or cause concern during an INR <ul> <li>General issues</li> <li>Special scenarios</li> </ul> </li> <li>Shipping/Postage</li> </ul> </td> <td>Instructions/Steps to Resolve</td> <td> <ul> <li>Member scenarios</li> <li>Buyer scenarios</li> <li>Seller scenarios</li> </ul> </td> </tr> <tr> <td>Enforcement Criteria</td> <td> <ul> <li>Refer to <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=guide1520" target="\_blank">eBay Money Back Guarantee Policy</a> article</li> </ul> </td> <td>Consequence Guidelines</td> <td> <ul> <li>Refer to <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=guide1520" target="\_blank">eBay Money Back Guarantee Policy</a> article</li> </ul> </td> </tr> <tr> <td>M2M Workflows</td> <td> <ul> <li>Combined flows for all INR scenarios (including appeals)</li> </ul> </td> <td>One-offs</td> <td> <ul> <li>Delivery scan issues</li> <li>Lost in customs</li> </ul> </td> <td>Tips for Members</td> <td> <ul> <li>Buyer best practices</li> <li>Seller tips to avoid INRs</li> </ul> </td> </tr> </tbody> </table> </h2><h2>GUIDE.RELATED\_LINKS Related solutions <ul> <li><a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL11023" target="\_blank">Buyer hold - Declaration not to resale</a></li> </ul> </h2><h2>GUIDE.TALKING\_POINTS <ul> <li><a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1566&ViewLocale=en\_US#tp\_memberq">Member questions</a></li> </ul> </li></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1566&ViewLocale=en\\_US#tp\\_buyerq](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1566&ViewLocale=en_US#tp_buyerq)>Buyer questions</a></li></li></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1566&ViewLocale=en\\_US#tp\\_sellerq](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1566&ViewLocale=en_US#tp_sellerq)>Seller questions</a></li></li></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1566&ViewLocale=en\\_US#tp\\_ida](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1566&ViewLocale=en_US#tp_ida)>Increased decision automation</a></li></li></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1566&ViewLocale=en\\_US#tp\\_shipping](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1566&ViewLocale=en_US#tp_shipping)>Shipping and tracking</a></li></li></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1566&ViewLocale=en\\_US#tp\\_crossbordergeneral](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1566&ViewLocale=en_US#tp_crossbordergeneral)>Cross-border trade (CBT), general</a></li></li></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1566&ViewLocale=en\\_US#tp\\_eIS](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1566&ViewLocale=en_US#tp_eIS)>Cross-border trade (CBT), eIS-specific</a></li></li></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1566&ViewLocale=en\\_US#tp\\_appeals](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1566&ViewLocale=en_US#tp_appeals)>Appeals / Case is closed</a></li></li></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1566&ViewLocale=en\\_US#tp\\_memberq](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1566&ViewLocale=en_US#tp_memberq)></a> Member questions Questions about eMBG eligibility and timelines</li></li></a> Go to</a>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#EnforcementCriteria>>eMBG policy > Enforcement Criteria</a> to answer questions about eligibility and timelines</li></li></a> What happens if the member doesn't meet their responsibilities?</li></li></a> If the buyer doesn't meet their responsibilities, they may:</li></li></a> Lose eligibility for a refund</li></li></a> Lose an appeal</li></li></a> If the seller doesn't meet their responsibilities:</li></li></a> The buyer can ask eBay to step in</li></li></a> eBay may refund the buyer on behalf of the seller and later recoup the same amount from the seller. In some cases, the buyer may not be required to send the item back to the seller to receive the refund</li></li></a> The seller can't be credited fees if we refund the buyer

on behalf of the seller

- The seller can receive a defect for a case closed without seller resolution
- Defects can cause a seller account to fall in seller level (for instance, from Above Standard to Below Standard)

Buyer questions

Buyer hasn't opened a request yet

We can see that you paid for the item, and understand you haven't received it yet

Lets see if tracking is available

I'd also like to confirm that the shipping address is correct

We can also open a request with the seller, to let them know that you haven't received the item. The seller has 3 business days to respond.

After that, if you need to, you can contact eBay to ask us to step in and help

- Not eligible for coverage

This transaction is not eligible for our eBay Money Back Guarantee program

We recommend that you contact your seller and let them know about the issue

Most sellers are willing to work with their buyers to address any problems

Internal Information A chargeback should never be offered as a resolution option for a member who is ineligible for eMBG or has lost an eMBG case.

Please see <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1580> for external options when transactions aren't covered under eMBG. eMBG coverage has expired

You can still open an INR request even though the maximum time for eMBG coverage has expired

This allows you to inform the seller that you haven't received the item

Most sellers are willing to work with their buyers to address any problems, but eBay cannot step in and help

Buyer unable to open an INR

Here are some reasons why you may not be able to open an INR request:

- The latest estimated delivery date has not passed. We ask that you wait 24 hours after the latest estimated delivery date to file an INR request
- The deadline for filing a request has passed
- You've already filed a claim through PayPal Buyer Protection. Please continue to work with PayPal
- You have been removed from the

eBay Money Back Guarantee program

- A return request has already been opened for this transaction
- Buyer didn't mean to open an INR
- If you received the item, we can close the request on your behalf
- Once we close the request, it cannot be reopened. Would you like me to close the request?
- There are no negative consequences for the seller if you close the request
- Buyer wants to change the shipping address after purchase
- If the item hasn't been shipped: We recommend that you ask the seller to cancel the transaction
- Explain to your seller that you made a mistake with the address
- Be sure to update your shipping address before purchasing the item again
- Most sellers are happy to work with their buyers, but sellers do have the right to decline your request
- If the item has been shipped: The item has been shipped, so the seller is unable to change the shipping address
- You may want to contact someone at the shipping address to ask if you can pick up the item
- Item removed
- There are many reasons why we might remove an item. It doesn't mean you won't receive the item you purchased
- Lets take a look at the expected delivery date
- Estimated Delivery Date has passed: I can open an Item Not Received request for you
- Your seller has a period of time to contact you to make it right
- If you and the seller can't reach an agreement, you can contact us to step in and help
- Estimated Delivery Date has not passed: The item is scheduled to arrive by ##date##
- If it doesn't arrive by ##date##, you can let your seller know by sending a request from your purchase history
- If the item was removed because the seller has been indefinitely suspended, the request may be eligible to skip the SMIR period
- See

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520#section2.1> eBay Money Back Guarantee policy

2.1 Timelines for information about SMIR exceptions

Presale item

- I can see that you purchased a presale item

Our eBay Money Back Guarantee program covers most presale items

- Lets take a look at the sellers presale policy and the sellers expected ship date
- If the expected delivery date has passed, we can help you open a request with your seller

Buyer contacted seller to report an INR, but didnt receive a response (buyer didnt open a INR request)

- Im sorry to hear that you havent heard back from the seller yet
- Were here to make sure you get your item or your money back
- Lets take a look at the purchase history for this item to see if theres any additional information about this item

If purchase history doesn't show the item as delivered and the seller hasn't provided a refund:

- Lets open a request for you through My eBay. That way we can officially inform the seller that you havent received the item
- If the seller still doesnt respond, let us know and we can step in and help
- The seller has 3 days to respond

Internal Information

- Replace the 3 in the bullet point above with the number of days the seller has for SMIR
- The seller has 3 business days to respond

Still in SMIR - Buyer opened INR request, but didnt receive a response

- Im sorry to hear that you havent heard back from the seller yet
- Were here to make sure you get your item or your money back
- Lets take a look at the purchase history for this item to see if theres any additional information about this item

If purchase history doesn't show the item as delivered and the seller hasn't provided a refund:

- The seller still has some time to respond
- If the seller still hasnt responded after 3 days, you can ask us to step in and help

Internal Information

- Replace 3 in the bullet point above with the number of days the seller has left in SMIR
- The seller has 3 business days to respond once the INR request is opened

Past SMIR - Buyer opened INR request

- Im sorry to hear that you havent heard back from the seller yet
- Were here to make sure you get your item or your money back



can see that you opened a request because you haven't received the item</li> </ul> Lets take a look at the purchase history for this item to see if there's any additional information about this item</li> </ul> If purchase history doesn't show the item as delivered and the seller hasn't provided a refund: </ul> </li> I see that the resolution time period has passed</li> </ul> Would you like me to step in and help with this request?</li> </ul> Buyer doesn't want to wait until EDD has passed to file an INR </ul> </li> Although I understand you haven't received your item yet, the estimated delivery date has not passed</li> </ul> We cannot create an Item Not Received case until 24 hours after the estimated delivery date</li> </ul> In the future, check the latest estimated delivery date in the listing to determine if the delivery time suits your needs</li> </ul> You can also filter your search results for items that will be delivered in 3 days or less</li> </ul> <br> Tracking shows delivered<br> (Stolen from porch) </ul> </li> Lets see what tracking information is available</li> </ul> I'd also like to confirm that the shipping address is correct</li> </ul> Internal Information </ul> </li> If the tracking information shows the item was delivered, ask:</li> </ul> Did you check with your neighbors, around the side of your home, or if applicable, the rental or business office of your apartment complex?</li> </ul> Buyer filed a PayPal case or credit card chargeback </ul> </li> Since you've already asked for a refund from your payment source, you'll need to continue to work with that company to be refunded for this transaction</li> </ul> For future transactions, keep in mind that if you purchase an item on eBay with a credit card or PayPal and don't receive it, you may be covered by the eBay Money Back Guarantee</li> </ul> If an eMBG case has been filed, inform the buyer that we need to close out the case without a refund and inform them that only one case can be filed to receive a refund.</li> </ul> Risky or abusive buyer: Why am I not eligible for a refund or ##courtesy##? </ul> </li> There has been activity on your account that violates our <a href="https://www.ebay.com/help/policies/rules-policies-buyers/abusive-buyer-policy?id=4374" target="\_blank">Abusive Buyer policy</a>. Because of this, we're unable to provide a refund

to you

- Please refer to the email we sent you when your account became warned, restricted, suspended

Seller questions

Seller received INR request from the buyer

- Your buyer is concerned because they didn't receive the item within the time specified in the listing

Tracking is available, but wasn't uploaded:

- Upload tracking information to the transaction
- This allows the buyer to track the package
- If you don't upload the tracking information prior to the Estimated Delivery Date, it could result in a case closed against you
- In addition, contact your buyer directly with the tracking information

Internal Information Teammates will not be able to escalate these cases within SMIR to close the case in the seller's favor. Instead, the seller will have to wait SMIR and then escalate.

Tracking is available and shows on transaction:

- I see there's tracking information for the transaction
- Let's take a look at the shipping status and movement

Tracking isn't available:

- We recommend contacting your postal carrier for further information on the location of the item
- Contact your buyer and keep them informed
- In the future, consider using a shipping service which provides tracking information. Tracking information helps protect you if a buyer reports that they didn't receive an item they purchased

Seller is concerned about being held responsible for delivery after shipping the item

- You're responsible for delivering the purchased item: To the buyer within the delivery date
- To the address the buyer provided at eBay checkout

US CA AU Only- Seller is concerned that the buyer has already been refunded, and tracking now shows delivered

- There are some protections in place for sellers who upload tracking and ship their item out on time, but the delivery service was slower than estimated
- All three requirements must be met to receive seller protection: You've uploaded tracking prior to eBay stepping in to resolve the case
- There was a valid tracking scan prior to the date the case closed
- There is valid proof of delivery to the

buyers address they provided at checkout

Information

See

Internal Information

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520>

eMBG Policy 5.2.5 for eligibility criteria, as well as guided judgment will determine eligibility Seller is concerned about their seller performance status (defects)

The case counts as a defect only when:

You're not able to resolve the issue with your buyer

eBay is asked to step in

we resolve the issue in favor of the buyer

Buyer left positive feedback

Internal Information

For additional information, see

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#section6.1>

eMBG policy

6.1 Valid proofs

Seller funds are on hold

Why are funds on hold?

When will the hold be removed?

Can the hold be removed?

Funds are held when a request is first opened to protect both sides (seller and buyer)

The temporary hold isn't meant to be a penalty. It's simply meant to enable a quick refund for your buyer, if applicable

When a buyer initiates a request, they're saying they want their money back

Placing a temporary hold on the funds effectively sets that money aside so it can be refunded to the buyer, if applicable

Internal Information

We don't place temporary holds on INR or open eMBG requests for Top-Rated Sellers (until the INR or the eMBG request is escalated)

If a business seller wants to know how to avoid these holds, you could have a discussion with them about sending items on time and avoiding INRs

How and when is the final value fee credited?

You automatically receive a credit for the variable component of the final value fee if all of the following are true:

You voluntarily refund the buyer within the timeframe given in the item not received request

You refund the buyer within the

eBay flows

- The \$0.30 per order fixed amount will not be credited. (Note: If the seller refunds the buyer in full (including original shipping) using the Send refund/SIR flow, the per order fee will be credited)

You can find examples of fee credit calculations and information on other eligible fees on the <https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128>

Fee credits help page

The fees are not credited if any of the following are true:

- eBay stepped in to help, and the case was closed with a refund to the buyer
- You refunded the buyer outside of eBay
- eMBG recoupment

If we refund a buyer on your behalf, we seek recoupment

First we attempt to reverse the original payment using the funds on hold

If that fails, the amount to be recouped is added to your invoice

Increased decision automation

[Seller: Tracking shows delivery. Why can't the INR case be closed immediately?](#)

In general, during the SMIR period (3 business days), the request is not eligible to be escalated

This is the case even if the delivery scan shows that the item was delivered during this time

Once the request is eligible to be escalated, the site presents the buyer and seller the option to ask eBay to step in and help

As long as tracking confirms delivery to the buyer's address, you won't be held accountable for the Item Not Received case

We'll remove negative or neutral feedback if you met your handle-by date or the item was delivered on or before EDD

Seller: You've closed cases like this for me in the past. Why not now?

We've automating the process so you won't need to contact us in situations like this in future

Once the case closes, any funds are released to you immediately

Because tracking confirms delivery, you won't be held accountable if an INR case is opened

We'll remove negative or neutral feedback if you met your handle-by date or the item was delivered on or before EDD

[tp\\_shipping](#)

Shipping and tracking Tracking shows recent movement <ul> <li>I've pulled up the tracking information. It looks like the item is still on its way to you</li> <li>We know that you've waited longer than expected</li> <li>We want to give this some more time to ensure that you get the item you purchased</li> </ul> Tracking shows delivery. INR case will auto close <ul> <li>Tracking information shows that the item was delivered to the buyer's checkout address</li> <li>We've sent emails to the buyer and seller confirming this</li> <li>Buyers have exactly 24 hours from the time the item was delivered to let us know if there's an issue. After this, the INR case will close automatically</li> <li>If a seller contacts us during this 24 hour-period, <a href="https://cskb.qa.ebay.com/csxbapp/art?page\_content&id=GUIDE1566&ViewLocale=en\_US#sellerauto">we can't close the case on their behalf</a></li> <li>If buyer or seller contact us after the case auto closes, it will go through the <a href="https://cskb.qa.ebay.com/csxbapp/art?page\_content&id=GUIDE1566&ViewLocale=en\_US#tp\_appeals">appeal flow</a></li> </ul> Tracking provided after case closed If you add a tracking number in My eBay after a request or case is closed, it isn't considered in our review. This includes appeals<br> <br> To avoid this problem in the future: <ul> <li>Always use a shipping service that offers tracking <ul> <li>If you use eBay shipping labels, the tracking information is automatically uploaded to the transaction for you</li> </ul> <li>Upload the tracking information to the transaction as soon as the item has been shipped</li> <li>Upload tracking to any INR request within 3 business days</li> <li>We won't take any tracking information into consideration after the original case has been decided<ul> <li><a id="tp\_nottracking" name="tp\_nottracking">Seller didn't purchase tracking <ul> <li>Tracking protects you if a buyer claims they didn't receive an item they purchased<ul> <li>If you use an eBay shipping label,<ul>the tracking number is automatically uploaded to My eBay</li> <li>We recommend always using a shipping service that provides

tracking

- Seller doesn't want to purchase/didn't purchase signature confirmation

eBay requires sellers to purchase signature confirmation on high value items

[id="high value" name="highvalue"](https://www.ebay.com/help/policies/member-behavior-policies/signature-confirmation-policy?id=5154#section4)

Signature confirmation is required when a total order is more than or equal to 750 USD (or local currency equivalent).

Signature confirmation provides additional protection for high value items. If your buyer agrees that signature confirmation is not necessary, it is no longer required

If you don't purchase signature confirmation, you may be responsible for a refund if your buyer does not receive their item

Seller is filing a shipping insurance claim

Buyers are asked to work with the seller and the shipping company if the seller files a shipping insurance claim

Typically, a seller receives the refund from the shipping company as the sender and insurer of the item. We ask buyers not to file the insurance claim, and allow the seller to do so

Internal Information

We encourage the buyer to wait until the seller receives the refund, but buyers are not required to do so. Sellers are still held to our eMBG standards, and should refund the buyer in the appropriate time if the buyer does not agree to wait.

If the shipping company allows either the seller (sender) or the buyer (receiver) to receive the refund, we recommend that the seller receive the refund. This prevents the buyer from receiving a refund through both an eMBG case and a shipping insurance claim

Cross-border trade (CBT), general

Encourage use of eIS program

Many issues buyers and sellers face with cross-border trade can be avoided by using the eBay International Shipping program

Most First Class international shipping services do not provide tracking to the buyer

Seller shipped item internationally, tracking isn't updating/showing delivered

It is important to purchase a shipping service that includes delivery confirmation to protect you when

these types of issues arise&lt;/li> &lt;/li>Since international shipping normally takes much longer for delivery, purchasing tracking lets both you and your buyer see where the item is along its journey, all the way through to delivery&lt;/li> &lt;/li>I would encourage you to utilize our Global Shipping Program or our eBay international standard delivery&nbsp;program that offers end-to-end tracking visibility and Seller Protection&lt;/li> &lt;/ul> Bought on a site not covered by eMBG&lt;/ul> &lt;/li>I see that you purchased this item on an eBay site thats not covered by eMBG&lt;/li> &lt;/li>I recommend contacting your seller and letting them know that you didnt receive the item you purchased&lt;/li> &lt;/ul> Buyer purchased the International Freight Forwarding (IFF) Add-On Feature &lt;/ul> &lt;/li>I see International Freight Forwarding was chosen for this order. Lets check the tracking to see what options we have.&lt;/li> &lt;/ul> Internal Information &lt;/ul> &lt;/li>For Detailed information and Talking Points, please go to the&nbsp;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1010" target="\_blank"&gt;International Shipping Overview&lt;/a> article&lt;/li> &lt;/li>If the tracking shows delivery to the buyer, we should encourage the buyer to reach out to the vendor since the international leg is the vendors responsibility.&lt;/li> &lt;/li>If the tracking shows it has made it to the international vendor, the vendor should be contacted since this is their responsibility.&lt;/li> &lt;/li>If the tracking shows it has not been delivered to the vendor, then the seller is responsible.&lt;/li> &lt;/ul> Buyer refuses to pay customs fee &lt;/ul> &lt;/li>Buyers are required to pay any applicable duties, taxes, or customs fees in order to receive the item&lt;/li> &lt;/li>Failure to do so may result in the loss of a refund and the item&lt;/li> &lt;/ul> Buyer wants seller to falsify customs information &lt;/ul> &lt;/li>Buyers sometimes ask sellers to misrepresent an item's price or mark an item as a gift to avoid paying local taxes or duties&lt;/li> &lt;/li>Never falsify anything on the customs forms, even if a buyer asks you to&lt;/li> &lt;/li>If a buyer asks you falsify customs information, let us know&lt;/li> &lt;/li>Generally, buyers pay additional costs such as duties, taxes, and customs clearance fees. To avoid issues, make sure that your listings clearly state this&lt;/li> &lt;/ul> Item stuck in customs (when the seller is found

at&nbsp;fault) &lt;ul> &lt;li>It's the seller's responsibility to ensure that the sale of an item complies with all applicable laws&lt;/li> &lt;li>If the item was restricted by customs because it is prohibited by the destination country, the seller is responsible for refunding the buyer&lt;/li>

&lt;li>Next time, consider using the &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1780">eBay

International Shipping&lt;/a>&lt;/li> &lt;/ul> Internal Information The international site visibility should prevent items from showing up on sites where they aren't allowed. If an item manages to slip through our systems and get listed, we'll refund the buyer without holding the seller accountable.

See &lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=guide1520#uc\_inr\_trackingAvailable\_stuckInCustoms">GUIDE1520 &gt; INR &gt; Stuck / Waiting in customs&lt;/a>&nbsp;

Buyer: Item stolen from porch. Why am I not covered? &lt;ul> &lt;li>I can see from the tracking information that the item was delivered. Because of this, we can't treat it as an item not received&lt;/li> &lt;li>Have you checked with your neighbors or in the local vicinity?&lt;/li>

&lt;li>The carrier should be able to provide you with information and may offer insurance in situations like this&lt;/li> &lt;li>If you suspect the item has been stolen, we recommend calling the police. A police report could be very useful for an insurance claim.&lt;/li> &lt;li>For future

deliveries, I recommend using an address where you know someone will be available to take the parcel.&lt;/li> &lt;/ul> Internal Information &lt;ul> &lt;li>There are instances where the buyer will not receive Stolen From Porch coverage as they have been flagged as an abusive buyer.

Guide Judgment will provide you this information, if applicable.&lt;/li> &lt;/ul> Buyer: I was protected in the past. Why not now? &lt;ul> &lt;li>We provided coverage in the past as a courtesy to our members&lt;/li> &lt;li>The tracking shows that the item was delivered, so we were

unable to provide coverage&lt;/li> &lt;/ul> &nbsp; &lt;a id="tp\_eIS" name="tp\_eIS">&lt;/a> Cross-border trade (CBT), eIS-specific eBay International Shipping

&lt;ul> &lt;li>For more information on cross-border trade (CBT), specific to eBay International



Shipping,

see

&lt;a

href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1760"

target="\_blank"&gt;Guide1760

&gt;&nbsp;&lt;/a&gt;&lt;a

href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1760"

target="\_blank"&gt;eMBG Policy eBay International Shipping&lt;/a&gt;&lt;/li&gt; &lt;/ul&gt; &lt;a

name="tp\_appeals"&gt;&lt;/a&gt; Appeals / Case is closed Eligibility &lt;ul&gt; &lt;li&gt;The member

that lost the case has the option to appeal&lt;/li&gt; &lt;li&gt;For more information on eligibility, see

&lt;a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520#section5.1"&gt;eM

BG policy &gt; Appeals criteria&lt;/a&gt;&lt;/li&gt; &lt;/ul&gt; eBay make it right (eMIR) &lt;ul&gt;

&lt;li&gt;Cases closed as eMIR (Buyer wins, No seller fault) are not eligible for appeal&lt;/li&gt;

&lt;/ul&gt; Buyer received both a refund and the item Buyer received refund from seller (or from

eBay on behalf of the seller) &lt;ul&gt; &lt;li&gt;Thank you for your honesty&lt;/li&gt; &lt;li&gt;Since

you received the item, you may choose to send the money back to the seller&lt;/li&gt; &lt;li&gt;You're

not required to refund your seller&lt;/li&gt; &lt;/ul&gt; Buyer or seller appeals case auto-closed after

confirmed delivery &lt;ul&gt; &lt;li&gt;An INR case will auto-close after 24 hours once tracking shows

valid delivery. If a buyer or seller raises an issue with an item after this time, it's treated as an

appeal.&lt;/li&gt; &lt;/ul&gt; Why are you asking me for this information in advance? &lt;ul&gt;

&lt;li&gt;Providing the&nbsp;information and evidence we require when you make the appeal

submission will help us reach&nbsp;an accurate&nbsp;decision, more quickly,&nbsp;on your

behalf.&nbsp;&lt;/li&gt; &lt;/ul&gt; I currently don't have the documents you are requesting and I'm

afraid I'll&nbsp;run out of time. Can I submit the appeal now and provide documentation later?

&lt;ul&gt; &lt;li&gt;If you don't have the required documents to hand&nbsp;before the appeal filing

deadline, don't worry.&lt;/li&gt; &lt;li&gt;I&nbsp;can file the appeal on your behalf now. We

may&nbsp;contact you in the near future by email asking you to forward us the information we need

via a&nbsp;document upload link.&lt;/li&gt; &lt;li&gt;Alternatively, you&nbsp;can select Other and

use the free form text field to explain why you are appealing. We may also follow up by email asking you to forward us the information we need via a document upload link.

- Internal Information Member will need to be verified before an appeal can be opened on their behalf. I don't have the documents you are requesting. Does it mean I can't appeal the case?
- If the appeal reason selected requires a document, you won't be able to submit the appeal without uploading it.
- If you don't have the required documentation to hand we can file the appeal on your behalf or you can choose the appeal reason Other and use the free form text field to explain why you are appealing.
- In this case, we may reach out at a later point by email to request supporting documents.

Internal Information Member will need to be verified before an appeal can be opened on their behalf. The reason I am appealing is not in the drop-down menu. What can I do?

- If the reason for your appeal is not in the drop down list, select Other and provide as comprehensive account as possible of your appeal reason in the free text field.
- You should also upload any evidence that supports your appeal at this point. We may reach out at a later point by email to request supporting documents.
- What maximum size should my docs be so they can be uploaded successfully?
- Individual files cannot exceed 5 MB. Up to 10 files can be uploaded, making a total maximum of 50MB.
- Accepted file formats include .gif, .jpg, .jpeg, and .png.
- PDF files are not yet supported. If you have a PDF file you can take a clear photo of it or convert it to an accepted file format and upload.
- If you can't convert the PDF, we can appeal the case on your behalf and follow up by email with a document upload link that accepts PDFs.

Internal Information Member will need to be verified before an appeal can be opened on their behalf. I prefer to email / fax my appeal documents to you rather than upload them.

- It's currently not possible to forward documents to us through fax.

<li>The evidence can only be provided through the appeal webform at the time of appeal or via a document upload link when eBay follows up by email.</li></ul> I never had to provide all this documentation before. Why do I need to do this?</ul><li>Providing the information and evidence we require when you make the appeal submission will help us reach an accurate decision, more quickly, on your behalf.</li></ul></h2></h2>GUIDE.DETAILED\_INFORMATION</ul><li><a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1566&ViewLocale=en\_US#di\_memberexperience">Member experience and responsibilities</a></li><a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1566&ViewLocale=en\_US#di\_cbtcasesx">CBT Cases & Transfers</a></li><a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1566&ViewLocale=en\_US#di\_wrong">What can go wrong or cause concern during an INR</a></ul><li><a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1566&ViewLocale=en\_US#di\_wrongGeneralIssues">General issues</a></li><a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1566&ViewLocale=en\_US#di\_wrongSpecialScenarios">Special scenarios</a></ul><li><a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1566&ViewLocale=en\_US#di\_shipping">Shipping / Postage</a></li><a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1566&ViewLocale=en\_US#di\_eIS">eIS and INRs</a></ul><li><a name="di\_memberexperience">Member experience and responsibilities</a> What is the member experience for an eMBG case?</ul><li>See</li></ul>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#DetailedInformation> eMBG policy & Detailed Information for a description of the general flow of eMBG cases

- What is the member experience for a typical INR case?

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#section3.1> eMBG policy & Enforcement Criteria 3.1 INR for a description of a typical INR case

- What are the members' responsibilities during an INR case?

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#section3.1> eMBG policy & Enforcement Criteria 3.1 INR to learn about buyer and seller responsibilities in an INR case

[di\\_cbtcasesx](#) CBT cases and transfers English speaking teammate (US, CA, UK, AU) receives a case for a different English speaking site Example: US teammate receives UK case

- Handle the case as normal using Guided Judgment
- GJ will pick up the specific policy and process for that region and guide you accordingly

English speaking teammate (US, CA, UK, AU) receives a case for FRITES or DE site Example: UK teammate receives FRITES or DE case

- Within SMIR: Educate the member as you normally would using CSKB and Guided Judgment
- After SMIR/escalation stage: Transfer the contact to FRITES or DE

[di\\_wrong](#) What can go wrong or cause concern during an INR?

[di\\_wrongGeneralIssues](#) General issues Open issues that block eMIR payouts

Buyer:

- If a buyer has any of the following open issues on their account, they aren't eligible for an eMIR (No Fault, Appeal Granted) and overrides will be blocked:
- High Risk Suspensions: 663, 621, 556, 457, 250, 190
- Multi-Account Restriction: 572, 491, 358, 357, 356
- Fraud Risk Restrictions: 464, 248, 183, 7, 1
- Buyer Abuse Blocks: 688, 655

Seller:

If a seller has any of the following open issues on their account, they aren't eligible for an eMIR (No Fault, Appeal Granted) and overrides will be blocked:

- High Risk Suspensions: 419, 188, 384
- Indefinite Suspensions: 233, 305
- Multi-Account Seller Restriction: 387, 122
- Fraud Risk: 49, 172
- Below Standard: 181, 224

The buyer didn't mean to open an INR request

A buyer opens an INR request when they intended to open a return request

Examples:

- A buyer opens an INR case when parts are missing from an order (see Missing parts)
- A buyer opens an INR case and then realizes the item was received
- Seller doesn't send the item
- The seller doesn't send the item at all
- A seller doesn't send the item within the stated handling time
- Seller doesn't upload tracking or proof of delivery
- Sellers are encouraged to purchase and upload tracking for all items
- This enables the buyer to see the item's shipping status
- It also helps protect the seller if the buyer files an INR
- Some sellers may choose to not purchase tracking to save on shipping costs or to avoid late delivery defects
- Other sellers purchase tracking, but don't upload it
- Not purchasing or uploading tracking are business risks that some sellers take
- If an INR case is opened, the seller is asked to provide proof of delivery
- Without proof of delivery, an INR case may be closed in the buyer's favor

See <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520#section6.1> eMIR BG policy 6.1 Valid proofs for a detailed description of acceptable proofs of delivery

If the seller uploads tracking after the original case has been decided, the tracking is invalid. We don't grant appeals for tracking provided after case closure.

Seller refunds outside of the case

Sellers must refund through the open INR case

If the seller refunds outside of the case for any

reason, they are not protected under eMBG. This means that, if the case is escalated to us, we'll refund the buyer and recoup from the seller (the seller will have refunded twice).

US Only: Seller issued voluntary refund on an INR where tracking eventually shows delivered.

Eligibility Criteria for an appeal when the seller issued a voluntary refund and the item now shows delivered:

- US transaction
- Domestic (no CBT)
- Case is less than \$2K
- Seller is not suspended or have open risks on their account (Issues 233, 419., 172, 122)
- Both upload date and first scan date on tracking happened prior to the seller refunding
- Item delivered to the buyer's address after voluntary refund
- The seller is contacting eBay within the 30-day window from when they issued the refund
- Item removed (admin ended)

eBay removes an item from the site and it's not visible anymore for either buyer or seller.

This may happen even after auction ends / item is paid for.

Example: an item in violation of our Prohibited Items policies like Nazi paraphernalia.

The item is lost in transit.

Sometimes, an item gets lost by a shipping service while in transit.

For more information, see [https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1520#uc\\_inr\\_trackingAvailable\\_noMovement](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1520#uc_inr_trackingAvailable_noMovement).

eMBG policy

- Tracking indicates no movement or indicates parcel is lost in transit
- The item is stuck in transit

eBay's estimated delivery dates take into consideration the average time in customs.

Sometimes items get stuck in customs for longer than expected. This can happen if:

- The customs paperwork filed by the seller is incomplete or inaccurate
- There are outstanding taxes owed for the item (e.g., VAT)
- The customs office delays reviewing and sending the item on for reasons unknown to eBay
- Customs or postal strikes
- The item was destroyed by customs
- Customs may destroy an item if it's not allowed in the country, if it arrived

in a hazardous condition (e.g., leaking), or for other reasons specific to the country

Sellers are responsible for making sure an item can be lawfully shipped from one country to another

If the item was destroyed by customs because it is prohibited by the destination country, the seller is responsible for refunding the buyer

The seller should consider using

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1780>

International Shipping (eIS). eIS manages all aspects of international shipping, including customs.

Seller offers a replacement

A seller may offer to ship another item to replace the item the buyer didn't receive

The buyer is not required to accept the seller's offer to send a replacement item

Item was delivered to the wrong address

This can happen if:

The seller sends the item to the wrong address

The buyer's shipping address is incorrect

The buyer and seller both use the correct address, but the shipping service delivers it to a completely different address. This is rare, but it does happen

The seller shipped to an address different from the address the buyer provided at checkout

To be covered by the eBay Money Back Guarantee, the seller must ship the item to the buyer's eBay shipping address provided at checkout

The buyer refuses the item

It's the buyer's responsibility to accept the delivery of an item

Note: There are some scenarios in which a buyer isn't responsible for accepting the delivery of an item. For scenarios in which a buyer can refuse an item, see

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1520#extensionbuyerrefuseddelivery>

EMBG policy

1.1 Eligibility

Eligibility extensions

Buyer refused delivery

It's also the buyer's responsibility to pay any customs fees

Chargebacks and Payment disputes

See

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1697> >GUIDE1697 - Payment Disputes</a></li> </ul> A natural disaster or extreme situation </ul></li>On occasion, natural disasters, postal strikes, customs strikes, or other unexpected events can disrupt: </ul> </li>The seller's ability to ship on time</li> </li>The shipping service's ability to deliver on time</li> </li>The buyer's ability to receive the item</li></ul> </li> </ul> Stolen from porch </ul> </li>Tracking shows the item is delivered, but the buyer claims that they didn't received it</li> </ul> Request timed out due to no response </ul> </li>The buyer doesn't ask us to step in ("escalate the case") and the case expires</li> </li>INR requests do not stay open indefinitely</li></li>See </a>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#section2.1> >eMBG policy </a> 2.1 Timelines </a> </li> </ul> </li> </a> name="di\_wrongSpecialScenarios" ></a>Special scenarios Account takeover (ATO) incidents </ul> </li>The seller's account is taken over by a fraudulent third party</li></li>In seller ATO scenarios, the INR request may be eligible to skip the SMIR period </ul> </li>For additional information, see </a>

[https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#timeframes\\_overrides\\_skipSMIR](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#timeframes_overrides_skipSMIR) >eMBG policy > 2.1 Timelines > </a> Exceptions to timelines for case escalation</a> </li> </ul> </li> </ul> eBay guest buyer </ul> </li>Guest checkout allows a customer to purchase an item without a registered eBay account. We refer to these customers as eBay guest buyers</li> </li>US: </ul> </li>eBay guest buyers can open an INR request, and after the SMIR period, they can ask eBay to step in and help</li> </ul> </li> </li>UK: </ul> </li>Guest users in the UK can ask eBay to step in from their order confirmation email</li> </li>From the order confirmation email, the can go to View order details, then select Resolutions, then select Ask eBay to step in</li> </ul> </li> </li>FRITES: </ul> </li>eBay guest buyers can



open an INR request, but cannot ask eBay to step in and help on site

- If a guest buyer needs help, they can contact us through Help & Contact
- Note: Teammates need to admin escalate the INR in order to make a decision about the case

Multi-item problems

There are 2 types of multi-item problems

- Multi-item purchase: The buyer purchases multiples of the same item and received some, but others were missing. Example: a buyer purchases a quantity of 10 rubber duckies from a listing for 1 rubber duckie. The buyer only receives 8. The missing items are treated as an INR
- The buyer purchases more than 1 item from a single seller, but doesn't receive all the items. Example: a buyer purchases a puzzle and a board game from a single seller. The buyer receives only the board game. The missing item is treated as an INR
- Item not as described: The buyer purchases a lot of items and received some, but others were missing. Example: a buyer purchases a lot of 10 rubber duckies. The buyer only receives 8. The missing items are treated as a return. See <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1567>

Returns

- The buyer purchases more than 1 item from a single seller (multi-item purchase), and at least one of the items is not as described. Example: a buyer purchases a puzzle and a board game from a single seller. The items arrive, but the puzzle is not the one the buyer expected. This is treated as a return. See <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1567>

Missing parts

- The buyer purchases an item containing multiple parts (e.g., a cell phone that includes a charger), but then didn't receive all the parts. These transactions should be worked as a return for SNAD, not an INR. See <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1567>

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567)

[target="\\_blank"&Returns](#) &nbsp;for more information </a> </ul> Presale items </ul> </li> Sellers are permitted to list items that they don't have at the time of the listing. Examples include items that haven't been released yet to the public and custom-made items </li> </li> If the INR request is made within the eMBG timeline, presale items are covered by eMBG </ul> </li> Note: This is true even if the item violates our presale policy </li> </ul> </li> See </a>

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#timeframes\\_exceptions\\_general"&eMBG policy](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#timeframes_exceptions_general) > 2.1 Timelines > Exceptions to timelines for opening a request or case </a> &nbsp;for more information </li> </ul> </li> </ul> Signature confirmation </ul> </li> A high value transaction requires signature confirmation to confirm delivery </li> </li> There are some scenarios in which signature confirmation is not necessary </li> </ul> </li> See </a>

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#section6.1"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#section6.1) </a> </li> </ul> eMBG policy > 6.1 Valid proofs </a> &nbsp;for signature confirmation thresholds and a &nbsp;list of scenarios when signature confirmation is not required </li> </ul> Local pickup (Collect in person) </ul> </li> There are 3 scenarios that could cause an INR request </ul> </li> The buyer messaged the seller to confirm a pick up time, but the seller didn't respond &nbsp;&nbsp;&nbsp;</li> </li> The buyer didnt pick up the item &nbsp;</li> </li> The buyer picked &nbsp;up the item, but still filed &nbsp;an INR request &nbsp;</li> </ul> </li> </li> An INR can occur when there's no proof that an item was provided to the </li> </ul> </li> See </a>

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#section6.1"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#section6.1) </a> </li> </ul> eMBG policy > 6.1 Valid proofs </a> &nbsp;&nbsp;> Proof of collection in person &nbsp;for a detailed description of valid proofs &nbsp;</li> </ul> In-store pickup programs, such as Click & Collect, (BOPIS) </ul> </li> In-store pickup programs allow

eBay members to buy an item on eBay and pick it up at a physical store

- The physical store is known as an eBay collection point
- Because third-party stores are involved as eBay collection points, there are special considerations and workflows for these INRs

For more information about these programs, see [In-Store Pickup \(US, UK, and DE only\)](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1471) and [Large merchant Click & Collect at an eBay collection point](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1324&viewlocale=en_GB)

- Cross Border Trade (CBT)

(Not always an issue): CBT transactions may affect some INR flows

There are several programs within eBay that offer easier International Shipment

[eBay international standard delivery](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1010)

[International Freight Forwarding Standard \(IFF\)](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1010)

- Partial refund

A seller may offer a partial refund during the SMIR period or as part of the resolution process

Partial refunds are less common in INR cases as compared to returns. In UK and EU, partial refunds are extremely rare for INR

A request or case closes once a partial refund is received by a buyer and cannot be reopened

Partial refunds go to the original payment method

- Account holder is reported deceased

If the account holder is reported deceased, we make exceptions to our normal eMBG timeframes

See [eMBG Policy & 2.0 Timeframes Exceptions to timeframes](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520&prevPage=srp#timeframes_exceptions) for more information

name="inrtoreturn"></a>INR to Return - Open request for the buyer <ul> <li>The buyer opened an INR, then received the item but it was SNAD</li> </ul> Internal Information <ul> <li>If a buyer contacts eBay by phone or chat, but hasn't yet filed a request, teammates should always respond by asking if they can file a request on the member's behalf</li> <li>If a buyer contacts eBay by email, hasn't yet filed a request and it is post-EDD, teammate should file a request on the member's behalf</li> <li><a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1567#M2MWorkflow">Admin file through Guided Judgment</a>. Do not offer to show the buyer how to open the request (unless asked to do so) or <a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1732" target="\_blank">piggyback</a> into their account to do so <ul> <li>Review claim message and item description to ensure correct reason is chosen for return.</li> <li>Manually open a return request in GJ</li> <li>Reply to buyer indicating a return request has been opened</li> </ul> <li>If a buyer contacts eBay by email to appeal case closed against them, teammate should work the appeal on the member's behalf <ul> <li>Review claim message and item description to ensure correct reason is chosen for appeal</li> <li>Work the appeal request in GJ</li> <li>Reply to buyer indicating appeal has been adjudicated</li> </ul> <li>Note: If buyer contact is pre-EDD, educate buyer (Guided Judgment will show a pre-claim error if filing is attempted at this point)</li> </ul> Summary <ul> <li>Phone and chat contacts: proactively offer to file request for the buyer (post-EDD)</li> <li>Email contact: open return request or appeal on behalf of buyer (post-EDD), with correct return reason chosen</li> </ul> <a name="di\_interactionwithpp"></a> Interactions with other case types Credit card chargeback opened <ul> <li>A chargeback affects eligibility. See< a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520#section1.1" target="\_blank">eMBG policy >&nbsp;1.1 Eligibility</a>&nbsp;<li>If a buyer

has already initiated a chargeback process, they will need to continue to work with the credit card company

- Shipping/Postage Proof of delivery (valid tracking)
- See

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#section6.1>

eMBG policy 6.1 Valid proofs for a detailed description of acceptable proofs of delivery

- For high value transactions, signature confirmation is required to confirm delivery.
- Integrated carriers
- Carriers that show tracking updates directly on our site (tracking uploads and updates automatically)
- Note: the seller's tracking view is different than what we can see
- eBay partners with these carriers in order to provide tracking updates within My eBay and the View order details page
- Tracking information automatically updates in My eBay when the package is scanned
- Non-integrated carriers
- Shipping carriers for which our system does not automatically update the tracking progress on our site
- Most carriers don't require a login in order to check the progress of a package
- Internal Information
- See the [https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1566&ViewLocale=en\\_US#wf\\_validateTracking](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1566&ViewLocale=en_US#wf_validateTracking)
- Validate tracking workflow
- for additional information about how we validate tracking for non-integrated carriers
- For Policy information about valid proof of delivery and tracking, see <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#section6.1>

eMBG policy 6.1 Valid Proofs

- For orders shipped using the logistic service Convelio (recognizable by tracking number format CVOxxxxxx):
- Normal eMBG policy applies in case of an INR
- Tracking can be validated using the tracking link provided by the seller inside eBay messages
- Shipping insurance
- Purchasing shipping insurance protects sellers if an item is

lost. If the shipment is lost while in transit, a shipping insurance claim can be filed with the insurance company. Sellers have the option to purchase insurance when creating shipping labels on eBay. For more information, see <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1015>

Shipping insurance coverage and claims (includes ShipCover) (US only) article; Military addresses and PO boxes (US only); Certain addresses, like Post Office boxes or military bases, don't allow for signature confirmation; When a total order is more than or equal to 750 USD (or

<https://www.ebay.com/help/policies/member-behavior-policies/signature-confirmation-policy?id=5154#section4> local currency equivalent), signature confirmation is required. If the buyer's address won't allow for signature confirmation, you must use delivery confirmation instead. <https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1760> eIS and INRs eBay International Shipping, see

<https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1760>

eMBG Policy eBay International Shipping; [https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1566&ViewLocale=en\\_US#instruct\\_member](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1566&ViewLocale=en_US#instruct_member) Member scenarios; [https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1566&ViewLocale=en\\_US#instruct\\_buyer](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1566&ViewLocale=en_US#instruct_buyer) Buyer scenarios; [https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1566&ViewLocale=en\\_US#instruct\\_seller](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1566&ViewLocale=en_US#instruct_seller) Seller scenarios;

name="instruct\_member"></a> Member scenarios

- Appeal a case </li>
- Cases can be appealed in the Seller Center, Seller Hub, or through Help & Contact (at the top of any eBay page)</li>
- If a case is closed in the seller's favor, a buyer may appeal the decision by providing the appropriate documentation </li>
- If the decision is reversed, the refund amount will be deducted from the seller's available, processing, or on hold funds. If there is not enough to cover the cost of the refund through available, processing, or on hold funds, the refund amount will be charged to the seller's checking account of on-file payment method</li>
- If a case is closed in the buyer's favor, a seller may appeal the decision by providing the appropriate documentation </li>
- If the decision is reversed, the seller will be refunded the reimbursement amount </li>
- Any eBay fees associated with the transaction will not be refunded</li>
- Report a member to eBay or law enforcement Internal Information </li>
- See </li>
- [Report a member or listing](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=guide1043), including internal reports for information about how to report a member</li>
- Note: Due to our </li>
- [Privacy Notice](https://www.ebay.com/help/policies/member-behaviour-policies/user-privacy-notice-privacy-policy?id=4260), we can't share the details of any action we take against a reported member</li>

name="instruct\_buyer"></a> Buyer scenarios

Before opening an INR request

Before opening an INR request:

- Verify the shipping address </li>
- Check the estimated delivery date. An INR request cannot be opened until 24 hours after the estimated delivery date has passed</li>
- Check the tracking information by locating the item in your Purchase History and clicking on the associated tracking number</li>
- If tracking shows the item as delivered, check with your neighbors, around the side of your home, or if applicable, the rental or business office of your apartment complex</li>
- Open an INR request

To open an INR request:

- Go to My eBay</li>
- In Purchase history, select the item </li>
- Under

More actions to the right of that item, select I didn't receive my item</li> </li>Follow the online instructions</li> </ol> Still in SMIR <ul> <li>The seller still has some time to respond</li> <li>If the seller still hasn't responded after <x> days, you can ask eBay to step in and help</li> </ul> To ask eBay to step in and help: <ol> <li>In the Purchase history section of My eBay, find the item you didn't receive</li> <li>Select See request details (this might be in the More actions link)</li> <li>Select Ask us to step in and help, and then select Continue</li> <li>Select your reason for asking eBay to step in, and add any details that we might need to know when reviewing your case.</li> <li>Click Ask us to step in<br> We'll review the case and decide on the best outcome within 48 hours</li> </ol> Internal Information <ul> <li>Replace <x> in the bullet point above with the number of days the seller has left in SMIR</li> <li>The seller has 3 business days to respond once the INR request is opened</li> <li>If SMIR has passed, see the past SMIR talking point in this guide.</li> </ul> Ask eBay to step in and help (past SMIR) <ul> <li>If you haven't been able to resolve the issue with your trading partner, you can ask eBay to step in and help</li> <li>I can take care of this for you</li> <li>We'll review the case and make a decision within 48 hours<br></li> </ul> Close an INR request To close an INR request: <ol> <li>Go to Purchase history in My eBay</li> <li>Select the case you filed</li> <li>Select See case details</li> <li>Select Close the case, and then select Submit</li> </ol> <a href="https://cskb.qa.ebay.com/csxbapp/art?page\_content&id=GUIDE1566&ViewLocale=en\_US#tracking">Update tracking details</a></li> <a href="https://cskb.qa.ebay.com/csxbapp/art?page\_content&id=GUIDE1566&ViewLocale=en\_US#refund">Refund the buyer</a></li>



[href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1566&ViewLocale=en\\_US#sendmessage"](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1566&ViewLocale=en_US#sendmessage)>Send a message to the buyer</a></li> </ul> <a id="tracking" name="tracking"></a>Update tracking details Adding tracking can help reassure the buyer that the item is on its way<br> <br> To add tracking details: <ol><li>Go to the Sold section of My eBay</li> <li>From More actions, select Add tracking number</li> <li>Enter the tracking details and the name of the carrier</li> <li>Select Submit</li></ol> <a id="refund" name="refund"></a>Refund the buyer To refund the buyer: <ol><li>Go to My eBay Sold or select Requests and disputes in the Orders tab in Seller Hub.</li> <li>Find the request which requires your attention.</li> <li>Select View details (when refunding from My eBay Sold) or See details (when refunding from Requests and disputes in Seller Hub).</li> <li>Select Refund the buyer and then Continue.</li> <li>You'll see the refund amount, and you have the option of adding a message to the buyer.</li> <li>Select Refund the buyer.</li></ol> <ul> <li>The buyer will be refunded through their original payment method. You will receive a credit for the eligible fees. For more information, see our <a href="https://www.ebay.com/help/selling/fees-credits-invoices/fee-credits?id=4128"

target="\_blank">Fee credits</a> help page.</li> <li>For information about timelines and disbursement of refunds, see <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1053&viewlocale=en\_US&curPage=art&prevPage=srp">eMBG - Refunds</a></li> <li>For information about the currency used for refunds, see eMBG - Refunds > Detailed Information > <a href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1053#currency\_refunds">Currency of refunds</a></li> </ul> <a name="sendmessage"></a>Send a message to the buyer Buyers appreciate when you contact them to let them know that youre aware of the issue and want to resolve it<br> <br> To send a message to the buyer:

<ol> <li>Select My eBay > Seller Hub</li> <li>Select New sales record page</li> <li>Select Contact buyer from the main actions dropdown at the top right</li> <li>Enter your message, and then select Send message</li> </ol> If tracking shows that the item as delivered, ask the buyer to check with their neighbors, around the side of their home, or the rental or business office of their apartment complex </h2><h2>GUIDE.TIPS\_FOR\_MEMBERS Buyer Best practices <ul> <li>Make sure your eBay shipping address is up to date. Remember to include the apartment or unit number, if applicable.</li> <li>Open an INR request or case within the timelines, even if the seller asks you to wait</li> </ul> Seller To avoid INRs <ul> <li>Ensure that the estimated delivery date is accurate when listing an item</li> <li>Be sure to ship to the address listed in checkout</li> <li>Use a shipping service that includes tracking</li> <li>Ship the item within the estimated handling time in your listing</li> <li>Upload tracking as soon as you ship the item</li> <li>Promptly contact the buyer if any issues come up</li> <li>Respond to any buyer messages in a timely manner</li> <li>Consider adding insurance so that youre covered if the item is lost in transit</li> <li>For high value items&nbsp;or when a total order is more than or equal to 750&nbsp;USD (or <a