

Enhanced seller protections: Refund deduction option for returns and shipping label credits for False SNAD

<h2>GUIDE.RELATED\_LINKS Related Site pages <ul> <li>How to handle a return request as a seller<br> <a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1789&ViewLocale=en\\_US#general](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1789&ViewLocale=en_US#general)&General questions

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1789&ViewLocale=en\\_US#faultyreturns](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1789&ViewLocale=en_US#faultyreturns)&Refund deduction questions

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1789&ViewLocale=en\\_US#falseSNAD](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1789&ViewLocale=en_US#falseSNAD)&Label credit for False SNAD questions

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1789&ViewLocale=en\\_US#falseSNAD](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1789&ViewLocale=en_US#falseSNAD)&id="general" name="general"&

General questions When can eligible sellers deduct an amount from the refund? They can deduct an amount from the refund after an item has been returned, if all of the following are true:

- The seller and transaction meet all eligibility criteria
- The return has not been escalated
- The item was returned in a different condition

Note: If the buyer or seller escalates, the seller will no longer have access to the option to deduct from the refund. Standard eMBG policy will apply. See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520>

eBay Money Back Guarantee (eMBG) policy for details. Does eBay still offer Faulty Return protection through cases?

- eBay may offer courtesies to some sellers. See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520>

eBay Money Back Guarantee (eMBG) policy for eligibility details

- What about sellers who don't have the option to deduct an amount from the refund?
- Help sellers understand what they can do to become eligible.

See <https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1811>

Refund deduction policy

- Sellers should report the buyer through the Report a Buyer feature, so we can investigate the buyer.
- There may be protection for negative feedback or defects from the transaction (see <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1118>

Seller

performance and feedback policy - Removal and appeal of defects, late shipment, and feedback)</a></li> </ul> How does the False SNAD return label credit work? </ul> </li>Eligible sellers who report False SNAD may automatically receive a return label credit in the form of an account level credit. The credit can take up to 45 days to show on their financial report.</li> </li>To possibly receive the return label credit, sellers must report the buyer through the Report a Buyer or Report Problem form found in the Return Details. </ul> </li>Sellers must use the reason: Buyer made a false claim > Claimed item was not as described when that wasn't true</li> </li>Other Report a Buyer reason codes will not trigger the label credit</li> </li>Note: Sellers can access the Report a Buyer form through Help Hub or through their Returns folder in My eBay.</li> </ul> </li> </ul> Will the seller be able to deduct an amount from the refund on CBT Transactions? </ul> </li>Yes, if the seller and transaction meets all eligibility criteria they can deduct from the refund</li> </li>For other questions about eligibility related to where members are located, see</a> href="https://cskb.qa.ebay.com/csKBapp/art?page=content&amp;id=GUIDE1811">Refund deduction policy</a></li> </ul> </a> name="faultyreturns"></a>Refund deduction questions Seller questions Not Eligible If I had access to the option to deduct an amount from refunds, why do I need to refund the buyer the full amount? </ul> </li>A return must also be eligible in order to deduct from the refund</li> </li>In order to receive this protection you must meet the </a> href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1811" target="\_blank">full eligibility criteria</a></li> </ul> Buyer returned the item used or damaged. I don't agree that they should receive a full refund </ul> </li>This is why we have specific protections in place if there are problems with the returned items you have received</li> </li>In order to have access to these protections, you must meet our eligibility criteria</li> </li>Let's look at how we can ensure you have access to</a> these protections in the future</li> </ul> Eligible An item was returned used or damaged, what should I do?

<ul> <li>Since you've received the item back, I'd encourage you to refund the buyer as soon as possible</li> <li>You're eligible for our enhanced seller protections. You have access to the option to deduct an amount from the buyer's refund to make up for the loss in value to your item</li> <li>Would you like me to walk you through how to do this?</li></ul>

Why is the return still open after I issued the refund? <ul> <li>The return stays open to give the buyer the opportunity to let us know if they disagree with the refund amount</li> <li>If the buyer asks us to step in and help, we will work directly with them. You will not be expected to do anything else</li> <li>In some cases, eBay will refund the buyer the remaining amount as a gesture of goodwill. This refund comes from eBay not from you</li> <li>If a buyer leaves negative feedback related to the refund you issued, we will remove that feedback</li></ul>

Escalated Return   I usually have access to the option to deduct from a refund, but it's not showing? <ul> <li>Having to contact eBay for a resolution is a complication in the returns process and not the experience we want buyers to have</li> <li>If they ask us to step in and help, we remove access to the option to deduct from a refund</li> <li>In the future, you need to refund the buyer as soon as you get the item back. A buyer can ask eBay to step in on a return 2 business days (AU = 3 business days) after the tracking shows that you received the item back.</li> <li>Let's look at why the buyer asked eBay for help, and figure out how we can avoid this in the future</li></ul>

Why am I not able to deduct from a refund? Internal Information: <ul> <li>See <a href="https://cskb.qa.ebay.com/csxbapp/art?page\_content&id=GUIDE1789&ViewLocale=en\_US#troubleshooting">Troubleshooting steps</a></li></ul>

I don't have access to the option to deduct an amount from a refund. What can I do? <ul> <li>Please report the buyer through the Report a Buyer feature, so we can investigate the buyer and you may be protected if there is negative feedback or defects from the transaction</li> <li>Try to minimize your loss by relisting the item</li> <li>Let's see how you can be eligible to deduct an amount from refunds</li></ul>

If I deduct an amount from the refund,

will I get a Final Value Fee credit? <ul> <li>If you deduct an amount from the refund because the item is returned in a different condition, you won't receive a Final Value Fee credit. See <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1506" target="\_blank">eBay manual seller fee credit policy</a></li> </ul> This is unfair. If an item comes back damaged or missing pieces, isn't it eBay's responsibility to make things right? <ul> <li>Allowing sellers to deduct from the refund is one of the ways eBay protects sellers in this type of situation</li> <li>Sometimes items are damaged in shipping to the buyer or on the return shipping back to you</li> <li>Please report the buyer through the <a href="https://spd.ebay.com/RBASellerHub" target="\_blank">Report a Buyer</a> feature, so we can investigate the buyer and you may be protected if there is negative feedback or defects from the transaction</li> </ul> I'm a small seller who can't afford to offer free returns. What options do I have? <ul> <li>Your best option is to try to resell the item to recoup as much value as possible</li> <li>Even if you only sell occasionally, consider setting funds aside to handle these rare losses</li> <li>This is something that anyone selling online may face from time to time</li> </ul> I'm a private seller and I've received items back used, why isn't there an appeals process for me? <ul> <li>At eBay, we do our best to mitigate that risk by taking action on buyers who abuse our protection</li> <li>Please understand that an item being returned in a different condition is not always an indicator of abuse</li> <li>With this in mind, it's important to set aside a contingency so that you can self-protect should these issues occur</li> <li>I understand that you are selling part time/as a hobby, and do not want to grow your sales however you should be aware if you offer Free Returns and are not Below Standard, you are eligible for our enhanced protections</li> <li>Eligible seller can deduct from a buyer's refund to recoup loss of value if they receive an item back used, damaged, or missing parts </li> </ul> I'm a new seller and I'm not yet eligible for the protections, why am I not protected? <ul> <li>We recognize that it can be difficult to start out, and it doesn't seem fair to receive

an item back used or damaged</li> </li>Most sales and returns do go smoothly</li> </li>I can see that you have already had many successful sales, and your returns percentage is extremely low [REFERENCE SELLER DASHBOARD]</li> </li>Buyers will feel far more confident knowing their problems will be resolved and you are more likely to have repeat business</li> </li>Most of the sales that you will generate from the assurance of your return policy will not result in a return</li> </li>A small portion of each sale can be set aside to ensure you are covered if this happens</li> </ul> You covered me for this before, why not now? </ul> </li>The protection we gave in the past was done so as a courtesy</li> </li>We changed our approach so sellers can have more control when an item is returned used or damaged</li> </ul> A brick and mortar store wouldn't accept an item back altered, why should I? </ul> </li>There are many similarities and differences to selling online versus in a physical store</li> </li>Online shoppers expect returns. From time to time, this may mean that you experience a financial loss. We encourage you to set aside a contingency amount with each sale so that you can self-protect from these losses</li> </ul> The buyer admitted to altering the item / its obvious they altered. Why am I expected to accept the return? </ul> </li>With eBay Money Back Guarantee, we promise a worry-free shopping experience</li> </li>If buyers are violating eBay Policy (such as using an item and returning it), it is critical that you <a href="https://spd.ebay.com/RBASellerHub" target="\_blank">Report the Buyer</a> to tell us that they have misused the returns process</li> </li>If other sellers have reported the buyer for the same behavior, we may take action on that buyer</li> </li>To protect your business when situations like this arise, consider making changes to your business model so you can get access to the option to deduct from refunds. This will allow you to recover some of the loss since the item has been used and returned</li> </ul> Is the seller warned that they will lose this benefit if they ask eBay to step in and help? </ul> </li>No, there will not be a prompt on site stopping sellers from asking eBay to step in</li> </li>In the meantime, teammates

should never proactively escalate these returns&lt;/li> &lt;/li>If a buyer/seller has already asked eBay to step in, then it should be worked according to eMBG policy. See &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&amp;id=GUIDE1520" target="\_blank"&gt;eBay Money Back Guarantee (eMBG) policy&lt;/a&gt;&lt;/li> &lt;/ul> What happens if a seller loses their protections? &lt;ul> &lt;/li>See Consequence Guidelines in &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&amp;id=GUIDE1360#consequences"&gt;

;Seller protections and seller protections abuse policy&lt;/a&gt;&lt;/li> &lt;/ul> Will the seller receive a Final Value Fee credit if they issue a partial refund? &lt;ul> &lt;/li>No&lt;/li> &lt;/ul> Internal Information: &lt;ul> &lt;/li>Do not manually issue FVF credits to these sellers&lt;/li> &lt;/ul> &lt;a name="falseSNAD"&gt;&lt;/a&gt;Label credit in False SNAD questions Seller questions Im not eligible for this protection but I received a False SNAD&nbsp;&nbsp;&nbsp;&lt;ul> &lt;/li>You should report the buyer&lt;/li> &lt;/li>eBay will use the report&nbsp;to investigate and take appropriate action based on our policies&lt;/li> &lt;/li>I then recommend accepting the return and providing the buyer with a refund when you receive the item back, if you haven't already&lt;/li> &lt;/li>Would you like me to walk you through how you can

&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&amp;id=GUIDE1043" target="\_blank"&gt;report the buyer&lt;/a&gt;?&nbsp;&lt;/li> &lt;/ul> I sell heavy items/internationally and this amount&nbsp;won't cover the cost of my return shipping. I think I should receive more! &lt;ul> &lt;/li>The&nbsp;return credit is meant to help bear the cost of return shipping in scenarios where the buyer misrepresented their reason for return&lt;/li> &lt;/li>Please understand that, despite this, the amount (US: \$6)&nbsp;does actually cover the majority of return labels&lt;/li> &lt;/ul> Internal Information: &lt;ul> &lt;/li>See the table in the section about How False SNAD protections work for a summary of protections by country&lt;/li> &lt;/ul> &lt;ul> &lt;/li>Keep in mind that we are also removing the open case from your service metrics and may be able to protect you from negative feedback or defects from the transaction&lt;/li> &lt;/ul> I think it's unfair that you expect me to absorb these costs. Isn't it

your responsibility to protect me from financial losses? <ul> <li>Both eBay and your buyer expect you to resolve the vast majority of your cases without intervention.</li> <li>In order to achieve this, we are granting more protection to our sellers by changing the way you access coverage for damaged returns and false item not as described cases</li> <li>With this added protection, you can resolve these situations yourself&nbsp;if they occur</li> <li>We want to give you more control over your business so that you don't have to contact us every time something goes wrong</li> </ul> I don't want to take time out of my day to report the buyer. It's a waste of my time! <ul> <li>We know your time is valuable. For us to protect you, you must report the buyer so we can investigate. We may be able to protect you from negative feedback or defects from the transaction</li> </ul> Can you&nbsp;review each return&nbsp;so I know which label credit I received?&nbsp;&nbsp; <ul> <li>Please understand that while we are partnering with you to protect you from financial loss, we&nbsp;are required to protect all our&nbsp;members' privacy. We cannot disclose details of the transactions we took action on</li> <li>As a business, we have learned that sharing greater detail can result&nbsp;in some members trying to take advantage of or 'game'&nbsp;the system</li> </ul> If I am not eligible, can I still get a return shipping label credit? <ul> <li>No, these are only given to sellers who meet the eligibility</li> </ul> I reported a buyer for False SNAD. Where is my credit? <ul> <li>If&nbsp;seller doesn't&nbsp;qualify&nbsp;for&nbsp;protections: <ul> <li>You are not eligible for return shipping label credits</li> </ul> <li>If seller qualifies&nbsp;for a return label credit, and hasn't&nbsp;received a False SNAD return label credit before: <ul> <li>If&nbsp;you qualify, you will receive the relevant credits once per month. This is in line with the Monthly Protections email sellers&nbsp;will receive.</li> <li>Bear in mind, at the latest these credits can take up to 45 days to be processed</li> </ul> Internal Information: <ul> <li>Leave a note on the case stating what seller has been told&nbsp;</li> </ul> <li>If seller is&nbsp;eligible for a return label credit:&nbsp;<ul> <li>When you report a buyer for a False Not as Described return, it is



automatically evaluated to determine if you qualify for a credit

If you qualify for the credit, it will appear on your monthly financial statement within 1 month of when the report was made but it can take up to 45 days

If you are reporting more buyers than your peers or submitting invalid reports, it's possible you may not be eligible for this protection

I reported several buyers for False SNADs but I'm only seeing a few credits on my invoice. I should be receiving a lot more credits based on these bad buyers!

I can confirm that you've received the return label credits you are eligible for

We can't provide details of how the evaluation is made.

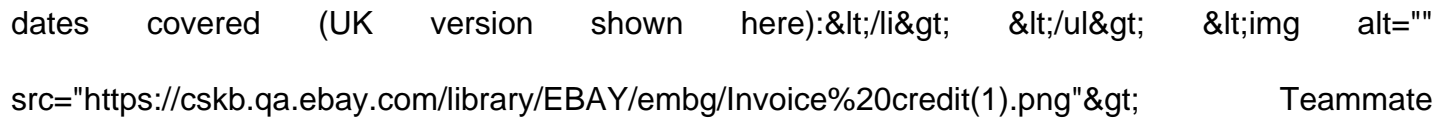
However, if you are reporting more than your peers, it's possible you may no longer be eligible

Please bear in mind that it can take up to 45 days for some credits to be processed

For C2C sellers, we allow 5 credits per year

What can I expect to see on my invoice/billing summary for this credit?

You'll see the monthly return credit noted as 'Seller Protections: Return Label Subsidy' along with the month and dates covered (UK version shown here):



Teammate questions Seller meets the criteria to deduct an amount from the refund but it isn't appearing; why?

Internal Information:

Before proceeding, it is vital that you have checked the seller/listing and the return to see if they both are eligible

Check the member's account for anything that would disqualify them from access

Please review criteria listed above and ask for the help of a coach or specialist if you are unsure

If you're confident that the seller should have qualified, please submit an eWatch ticket

DE only: Please contact second level support.

Second level support can help to file an eWatch ticket

When exactly is the seller evaluated to see if they qualify for protections or not?

Internal Information:

False SNAD credit:

The seller's status level will be reviewed 3 days prior to their 1st (Billing cycle 0) and 15th (Billing cycle 15) of the month

Faulty Returns protection: Access is given if both the seller and the return meet the criteria at the time the refund is being processed

For the Return label credit, do the labels have to be eBay labels to get the credit?

No, they do not need to use eBay labels

When they use eBay labels, we will credit them for the actual amount (up to the limit) and when they use an off-platform label, we will estimate the cost of the label

Are we going to request proof from the seller for return postage before giving them the False SNAD subsidy/credit?

No, we will not be asking sellers for any kind of proof (however, its good practice to add all relevant information/comments and upload pictures as well)

When they use eBay labels, we will credit them for the actual amount (up to the limit) and when they use an off-platform label, we will estimate the cost of the label by looking at the item size/weight/shipping method etc, and credit the estimated amount up to a limit of US/CN/HK/TW \$6, UK £3.50, CA \$8, AU \$9

Where can we see if the buyer has been reported?

If the seller reported the buyer through the returns flow, the report will show in Guided Judgment

In the Activity & M2M section

If the seller used the Report a Buyer flow, we wont have visibility into the report

Note: You are not required to check if the buyer was already reported, or what the status of that report is

GUIDE.DETAILED\_INFORMATION

[id="overview" name="overview"&id=GUIDE1811"](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1811)

Enhanced protections for sellers - overview

Give the seller the option to deduct an amount from the refund:

A sellers track record determines the extent of the increased protections given to them. To see the criteria for this expanded protection, please see eligibility criteria in the

[https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1811"](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1811)

[Refund deduction policy](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1811) guide.

If a seller and the return meet the criteria, they can deduct a portion of the refund to make up for damage or

[illegible]

<li>The seller lost access to the option to deduct from the refund because they were abusing this protection <ul> <li>Note: The account issues view in AD will show if the sellers protections have been removed</li> </ul> </li> </ul> <li>eTRS sellers only: <ul> <li>The seller is below standard</li> <li>The seller is violating one of eBays policies</li> <li>The seller is currently warned, restricted, or suspended <ul> <li>The sellers contact information does not match their registration site</li> </ul> </li> </ul> </li> Troubleshooting screenshots: <ul> <li>Below is an example of how to use GJ to see if there is an account issue preventing the seller from deducting from the refund</li> </ul> </li> </ul> <br> <br>  <a id="table" name="table"></a>Refund deduction guidelines table <br> <br> <br> <br> <table border="1" cellpadding="1" cellspacing="0"> <tbody> <tr> <td>Condition of return</td> <td>Refund deduction guidance</td> </tr> <tr> <td>Excellent condition: <ul> <li>Unused, undamaged, or unaltered</li> <li>All items included in the original package</li> <li>Factory or vacuum seal must not be broken/opened (if applicable)</li> <li>Original tags included & attached (where applicable)</li> <li>Must include provided certificates of authenticity, grading or appraisal</li> </ul> </td> <td>No deductions</td> </tr> <tr> <td>Good condition: <ul> <li>Missing original packaging</li> <li>Factory or vacuum seal is broken/opened but the item is still in its original condition</li> <li>Original tags included but unattached</li> </ul> </td> <td>5%10% deduction</td> </tr> <tr> <td>Fair condition: <ul> <li>Missing parts</li> <li>Some signs of wear or use</li> <li>Item has been installed</li> <li>Item has been registered or user has not logged out of the device's account, and cannot

easily be set back to factory settings

- Original tags missing

15%30% deduction

Poor condition:

- Significant signs of wear, or significantly different than how it was shipped to the buyer
- Missing essential parts Item is damaged, scratched, defective, or requires service or repair
- Missing provided certificates of authenticity, grading or appraisal
- Opened items that cannot be resold (perishables, liquor, makeup)
- Sold multiple items but the buyer didnt return all of them

35%50% deduction

How False SNAD protections work

For eligible sellers in good standing, we will evaluate

Report A Buyer reports with the reason code 'Buyer made a false claim & Claimed the item was not as described when that wasnt true'

On the next billing cycle, we will issue credits for transactions that were approved for protections (Note: you can let sellers know we trust their report and if theyre reporting at similar rates as other sellers, they are likely to be protected, but we cant promise them they will be protected)

We will provide an account-level credit that will appear on the sellers invoice/statement or billing summary in the amount we estimate was the cost of the return shipping, up to a maximum per return

Each month, the total dollar value of the subsidies the seller has received will be summarized in a seller protection email

The reports against the buyer will be fed into our buyer abuse models. This will determine if we should take actions against the buyer such as warning the buyer or blocking the buyer from future returns

Summary of protections by country			
Country	Maximum credit amount	US	CA (domestic transactions on the .ca and .cafr sites)
		USD 6.00	CAD 8.00
			CA (CBT transactions, on the .com site)
		USD 6.00	AU

AUD 9.00	UK	GBP 3.50
DE	EUR 3.50	
FRITES	EUR 7.30	CN HK TW

(CBT transactions, on the .com site)

USD 6.00
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## GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE

[Seller: How to deduct an amount from the refund when an item is returned used or damaged \(US screenshots\)](#)

- Heres how:
- Go to your Returns dashboard
- Select View return details beside the item
- Select Report Problem



<https://cskb.qa.ebay.com/library/EBAY/embg/Live2200%20-%20tracking%20screenshot.png>

- On the Refund Buyer page, next to Deductions, select (Edit).

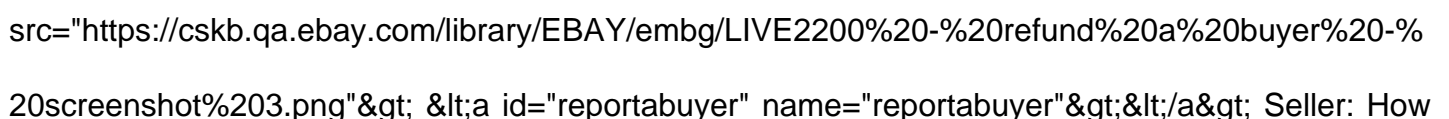


<https://cskb.qa.ebay.com/library/EBAY/embg/Live2200%20-%20refund%20screenshot%202.png>

- You may enter in a dollar amount or percentage
- Be sure to use the guidelines to determine how much of a deduction should be given to the buyer

- You must select a reason for the deduction:
- Item was opened, used or damaged
- Item was missing parts
- You will be able to deduct original shipping (if the buyer was charged)

- Add photos (optional)
- Leave comments letting your buyer know why youre deducting the refund.
- Note: you may not deduct a percentage or amount for restocking fee
- Select Submit



<https://cskb.qa.ebay.com/library/EBAY/embg/LIVE2200%20-%20refund%20a%20buyer%20-%20screenshot%203.png>

[Seller: How to report a buyer](#)

- There are 5 entry points for sellers to report a buyer:
- Report a buyer in return

alt="" src="https://cskb.qa.ebay.com/library/EBAY/embg/RAB2.png"> </ul> </li>Help  
pages </li> </ul>  </ul> </li>Orders  
page </li> </ul>  </ul> </li>Seller  
Help </li> </ul>  <a id="reporthelp"  
name="reporthelp"></a>Seller: How to report a buyer from Help & Contact </ul>  
</li>I'd strongly encourage you to report this buyer </li> I can assure you this type of  
behavior is really rare, but we need to make sure these instances are reported so we can take the  
appropriate action against the buyer </li> Since you're the one who received the Faulty  
Return/False SNAD, we need the report to be in your words </ul> </li> From any eBay page,  
select Help & Contact at the top of the page </li> </li> Enter 'Report a buyer' in  
the search field </li> </li> Select Report an issue with a buyer </li>  
</li> At the bottom of the page, select the Report a buyer button </li>  
</li> From the list of recent transactions, select the buyer you want to report </ul>  
</li> Note: You can adjust the time frame to see the relevant transaction or enter the item  
number in the search field </li> </ul> </li> </li> After selecting the correct  
transaction, select the Continue button </ul> </li> For False SNAD: </ul>  
</li> Select Buyer made a false claim and Claimed the item was not as described  
when it was. </li> </li> Select Submit. You don't need to provide additional comments  
in order to receive the False SNAD credit </li> </ul> </li> </li> For Faulty Return:  
</ul> </li> Select Buyer misused returns </li> </li> Select sub reason </li>  
</li> Select Submit </li> </ul> </li> </ul> </li> </ul> </li>  
</ul> </h2></h2>GUIDE.SUMMARY Who Some sellers: </ul> </li> May be  
eligible to deduct from the refund when an item is returned used or damaged by the buyer </li>

May be eligible for a return label credit when a buyer falsely claims an item was not as described

- What Option to deduct an amount from the refund This protection is given to eligible sellers on eligible returns to allow the seller to recoup loss in value when an item is used, damaged, or missing parts.
- Sellers will have the ability to deduct from the buyers refund.
- If the buyer escalates to eBay because they are not satisfied with their refund, eBay will refund the remaining amount.
- If the buyer leaves negative feedback related to the refund, it will be removed.

Where This is available for all regions that are eligible for eBay Money Back Guarantee coverage.

Eligibility

See <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1811> for eligibility criteria.

Refund deduction policy for eligibility criteria.

Return shipping label credit for False SNAD eBay may provide a return shipping label credit to eligible sellers when they report the buyer for False SNAD. Where

- US, CA, CAFR, UK, AU, DE, FR, IT, ES, CN, HK, TW

This article includes:

- In Talking Points

General questions

Refund deduction questions

Label credit for False SNAD questions

In Detailed Information

Overview of enhanced protections for sellers

Troubleshooting



[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1789&ViewLocale=en\\_US#table](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1789&ViewLocale=en_US#table)>Refund deduction guidelines table</a></li> </li></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1789&ViewLocale=en\\_US#FSNADwork](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1789&ViewLocale=en_US#FSNADwork)>How False SNAD protections work</a></li> </ul> In Instructions / Steps to resolve </ul> </li></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1789&ViewLocale=en\\_US#howtoissue](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1789&ViewLocale=en_US#howtoissue)>Seller: How to deduct an amount when issuing a refund after the item has been returned</a></li> </li></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1789&ViewLocale=en\\_US#reportabuyer](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1789&ViewLocale=en_US#reportabuyer)>Seller: How to report a buyer</a></li> </li></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1789&ViewLocale=en\\_US#reporthelp](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1789&ViewLocale=en_US#reporthelp)>Seller: How to report a buyer from Help & Contact</a></li> </ul> </h2>