

Authenticity Guarantee - Collectibles

GUIDE.SUMMARY What Authenticity Guarantee is a program designed to help buyers shop with confidence.

Trading cards that meet our eligibility criteria are carefully authenticated before being shipped to the buyer. How This guide provides talking points and detailed information specific to trading cards.

See <http://cskbapp/art?page=content&id=GUIDE1730> Authenticity Guarantee - General Program (GUIDE1730) for general program and eligibility requirements for the Authenticity Guarantee program including talking points and information on:

- Final sale
- CBT (export and import)
- Back Office request guidelines
- Chat snippets

This article includes Talking Points for https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1804&ViewLocale=en_US#VerticalsTC Trading cards Detailed Information for https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1804&ViewLocale=en_US#dettra Trading cards

GUIDE.RELATED_LINKS Help pages: <https://pages.ebay.com/authenticity-guarantee/> Authenticity Guarantee

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Guarantee - General Program
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1803">Authenticity
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Guarantee - Clothing items
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target="_blank">eBay Money Back Guarantee Policy
href="http://cskbapp/art?page=content&id=GUIDE1779">The eBay vault
 Solutions
href="http://cskbapp/art?page=content&id=SOL11388">See
href="http://cskbapp/art?page=content&id=GUIDE1730">Authenticity Guarantee - General
Program (GUIDE1730) for SOLs related to Authenticity Guarantee INR and
return cases </h2></h2>GUIDE.TALKING_POINTS </h2>
id="VerticalsTC" name="VerticalsTC">TRADING CARDS</h2>
 THIS SECTION CONTAINS
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1804&ViewLocale=en_US#genquetra">GENERAL QUESTIONS
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1804&ViewLocale=en_US#buyquetra">BUYER QUESTIONS
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1804&ViewLocale=en_US#selquetra">SELLER QUESTIONS
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1804&ViewLocale=en_US#SLFQ">SIMPLIFIED LISTING FLOW QUESTIONS
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1804&ViewLocale=en_US#teaquetra">TEAMMATE QUESTIONS
name="genquetra">GENERAL QUESTIONS (TRADING CARDS) Useful links for

members Authenticity Guarantee landing pages and other links useful for buyers and sellers: General Authenticity Program https://pages.ebay.com/authenticity-guarantee/ Trading cards For buyers - https://pages.ebay.com/authenticity-guarantee-tradingcards/ For sellers - https://pages.ebay.com/authenticity-guarantee-tradingcards-seller// Authenticity Uploader https://ocswf.ebay.com/mudcwf?deptName=AuthenticityGuarantee What trading cards are eligible for Authenticity Guarantee? (US) See eligibility details for trading cards. What trading cards are eligible for Authenticity Guarantee? (CA) See eligibility details for trading cards. Who is the authenticator? (US) Certified Collectibles Group, based in Florida, are leading industry experts and will authenticate the cards. Leading industry experts will authenticate the cards. Certified Guaranty Company (CGC) is the world's largest and most trusted third-party grading service for comics, trading cards, magazines, concert posters and related collectibles with more than 6 million collectibles certified since 2000. Certified Sports Guaranty (CSG) is an expert, third-party authentication, grading and encapsulation service for sports cards. Using advanced authentication and grading technology such as artificial intelligence and forensic devices using UV light and infrared light that reveal alterations and hidden

details, they provide best-in-class authentication services.

Professional Sports Authenticator (PSA) is the largest and most trusted third-party trading card authentication and grading company in the world. Since its inception in 1991, PSA has certified over 40 million cards and collectibles with a cumulative declared value of over a billion dollars.

Who is the authenticator? (CA)

Certified Collectibles Group, based in Florida, are leading industry experts and will authenticate the cards. Leading industry experts will authenticate the cards.

Certified Guaranty Company (CGC) is the world's largest and most trusted third-party grading service for comics, trading cards, magazines, concert posters and related collectibles with more than 6 million collectibles certified since 2000.

Certified Sports Guaranty (CSG) is an expert, third-party authentication, grading and encapsulation service for sports cards. Using advanced authentication and grading technology such as artificial intelligence and forensic devices using UV light and infrared light that reveal alterations and hidden details, they provide best-in-class authentication services.

Why is eBay authenticating trading cards?

Authenticating eligible cards protect both buyers and sellers from inauthentic cards and fraudulent returns.

Authenticating eligible cards ensures you get the card in the condition you expect from the listing specifics and photos.

Is eBay grading the cards?

No.

What happens during the authentication process?

This

<https://cskb.qa.ebay.com/library/EBAY/KB2733/Trading%20card%20AG%20process.png> screenshot provides a quick overview of the authentication process.

See

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1804&ViewLocale=en_US#tradingcardcondition Trading card - condition assessment table

for specifics on how the quality of a trading card is assessed.

<https://pages.ebay.com/cardconditions/> Member help page with Trading Card

Condition information See

https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1804&ViewLocale=en_US#tradingcardassess; Detailed Information for how description, condition and authenticity checks are undertaken. How it works for ungraded cards: Buyer purchases eligible card with the Authenticity Guarantee badge. The seller ships card to the authentication facility. The card remains in its penny sleeve while it goes through a multi-point inspection process performed by industry experts. The card is also checked against the listing details before it is packaged up and receives a tamper-proof sticker and a QR code linking to authentication details. The authenticator ships the card directly to the buyer via secure and discreet tracked shipping. Buyer signature is required for purchases over \$750 (CA: \$750 CAD).

How it works for graded cards: Buyer purchases eligible card with the Authenticity Guarantee badge. The seller ships card to the authentication facility. The authenticator checks the plastic case for signs of tampering before verifying that the case and label are congruent and of the correct grader. The card is also checked against the listing details before it receives a tamper-proof sticker and a QR code linking to authentication details. The authenticator ships the card directly to the buyer via secure and discreet tracked shipping. Buyer signature is required for purchases over \$750 (CA: \$750 CAD). Note: eBay does NOT offer card grading or re-grading. How is the item packed and shipped? See the

<https://cskb.qa.ebay.com/library/EBAY/AG%20TC%20packaging%20directive%20combined.png>; packaging direction visual here. Raw cards are packaged as following: Penny sleeve; eBay branded card saver;

Plastic protective card saver sleeve eBay Authenticity Guarantee tamper-proof sticker (on back of card) QR code sticker (on back of card) Protective booklet with elastics and converts to a display stand with magnets Authenticity Guarantee info card and thank you note Cardboard shipper What happens with a trading card that is autographed/patched? For all cards: Autographs that are placed on the card (via sticker or pre-signing) by the manufacturer are able to be authenticated. Graded or ungraded cards with relics, patches, aftermarket signatures or autographs that were placed on the card in person will be authenticated but we cannot stand by the authenticity of the embedded relic, autograph, patch, etc. What happens if a seller includes a 'bonus' card with the trading card being authenticated? If the seller gifts a card or other item(s) free of charge to the buyer, the bonus card will not be eligible for the Authenticity Guarantee service and may be disposed of. If the item can fit in the packaging, it may be sent to the buyer but we do not not guarantee this will happen. If the item cannot fit in the packaging and the authenticator believes the gift/bonus card is high value, they will open a ticket for GCX to reach out to the customer to determine if they want it and provide a label to ship separately. Are trading cards final sale? What if a SNAD is opened within 3 days and seller does not accept returns? Because we check each item carefully, trading cards are final sale if the seller doesn't offer returns. However, if an item arrives damaged you are still covered under eBay Money Back Guarantee as long as you report the issue to us within 3 calendar days of receiving the item. Trading cards that don't go through the Authenticity Guarantee program are eligible for return if the item isn't as described, as long as the return is opened within 3 calendar days of the buyer receiving it. If the seller does not resolve the issue within that timeframe, then you can ask us to step in and help. See <a

<http://cskbapp/art?page=content&id=GUIDE1730>>Authenticity Guarantee - General Program (GUIDE1730) for more on final sale. Note: Final sale also applies to eligible trading cards purchased on the eBay.ca site. Is there a tag/card confirming authenticity? A QR code attached to the packaging links to a specific eTag page giving more details on the item/authentication. A tamper-proof AG sticker seals the protective sleeve on the trading card. If a member removes the QR code but leaves the 'Void if removed' sticker, would they still be able to open a claim? Yes. We are just encouraging members to keep them intact. However, if they open a claim and send the item back, the item is eligible for eMBG protections. Is the grading of a trading card confirmed in the authentication process? Authenticity Guarantee does not confirm the grade of the card, only that the encapsulation is authentic/genuine and has not been tampered with or damaged. What items sent to the trading card authenticator would be considered miscategorized? We will consider the following as miscategorized: An item that is not a trading card Multi items (kits, sets, lots, packs, boxes, boosters, bundles) Redemption cards Additional cards that are gifted to buyers as a bonus and free of charge What happens to a miscategorized item during the authentication process? A miscategorized item will, in general, be forwarded to the buyer without being authenticated. However, the following checks will be undertaken by the authenticator, where possible: As a 'rule of thumb', whether a trading card is eligible or not, it will not be forwarded to the buyer if it is identified as counterfeit. These cards will be marked as Not Authentic and returned to the sender. In addition, the authenticator will undertake checks to ensure the card is not SNAD for description or condition. These will check if: Wrong card has been sent Card is altered, damaged and not described

Encapsulation is too damaged and not as described Grading LABEL description does not match details mentioned in the listing So long as the authenticator is satisfied with all the above, the item will be marked as Miscategorized and forwarded to the buyer. Could the elastic band in the trading card case potentially damage cards when shipped to the buyer? Our authenticators are trained professionals and we are confident the current packaging design will protect the cards. If a trading card is laser trimmed, will it fail authentication? If the item description reports the laser trim, then it will be passed. If the item description does not report the trim or other alteration, it will be failed as a SNAD. Why has condition grading been introduced? How will it show in a listing? To ensure that buyers have a consistent experience when purchasing trading cards, we have made some changes in the listing flow for sports and non sports trading cards and collectible card games, starting July 5, 2023. The aspect of graded/non-graded will no longer be required. Grader, grade and card conditions were previously optional aspects that will now be required condition descriptors. For the graded condition, the grader and grade condition descriptors are required. The certification number condition descriptor is optional. For the ungraded condition, the card condition descriptor is required. Is condition grading now a requirement for a trading card listing? For ungraded sports and non sports trading cards and collectible card games, listing condition is now a required field. Members will need to list the condition based on the eBay Card Condition Guidelines found here: https://pages.ebay.com/cardconditions/ For graded sports and non sports trading cards and collectible card games, the grader and grade condition descriptors shown on the card are required. How does the introduction of condition grading affect existing listings? The 'graded yes/no' aspect is no longer a required aspect. For

existing listings with this aspect, it will now be treated just like a custom aspect and appear in the custom aspect section of the listing.

The grader, grade and card condition aspects are preferred aspects today. They will also be treated like custom aspects at launch.

Two new conditions have been introduced:

- Graded and ungraded and for the graded condition, the grader and grade condition descriptors are required. The certification number condition descriptor is optional.
- For the ungraded condition, the card condition descriptor is required.

What categories are subject to these new grading views?

- 261328 Sports Trading Card Singles (STC Singles)
- 183050 Non-Sports Trading Card Singles (NSTC Singles)
- 183454 Collectible Card Game Individual Cards (CCG Singles)

Where can I find more information as to what the different conditions are for graded and ungraded trading cards?

For ungraded trading cards, the following guidelines should be used:

<https://pages.ebay.com/cardconditions/>

For graded trading cards, please list using the condition grade shown on the card. Make sure you review the details for the graded card definitions with the company that graded the card if you have any questions.

<https://pages.ebay.com/cardconditions/>

BUYER QUESTIONS (TRADING CARDS)

How is authentication confirmed to me?

For trading cards, you will receive an email confirming authentication and that the item is being shipped to you.

I used to be able to open a return for trading cards. What has changed (final sale)?

Final sale is a policy where sellers do not offer returns.

These trading cards have passed our trusted authenticators inspection for authenticity and condition to make sure they match the listing description.

Are authenticated trading cards protected by the eBay Money Back Guarantee?

Authenticated trading cards are protected by the eBay Money Back Guarantee. However, the time period to file an eBay Money Back Guarantee claim is shortened to align with the sellers own

return policy. If no returns are offered, there is a 3-day window to file a claim. If there is a 14-day return period, there is a 14-day window to file a claim. Where the seller has a 30/60 day return period, there is no change to eBay Money Back Guarantee policy. I am questioning authenticity/took the card to another grader and they stated the item is not authentic or a different grade than listed Authenticity Guarantee does not confirm the grade of the card, only that the encapsulation is authentic/genuine. We do not appeal for authenticity as we trust the authenticators' judgment as they are industry experts. The condition in the listing does not match the card I received/I don't agree with the grading, what do I do now and how can I return it for a refund? If the seller offers no refunds and the card passes authentication, the item is final sale. If the seller offers returns, we suggest messaging the seller to see what options may be available. What do the different conditions mean in condition grading? What can I expect the condition of my card will be? For ungraded (raw) cards, the following guidelines can assist with understanding the different conditions: https://pages.ebay.com/cardconditions/ For graded cards, we suggest reviewing the details for the graded card definition from the company that graded the card. SELLER QUESTIONS (TRADING CARDS) Can I offer combined shipping? eBay strongly recommends sending each item individually. Cards need to be sent individually so they can be inspected individually. If one card fails, then the whole order will fail. Why is my trading card not listed with Authenticity Guarantee? For the initial launch (CA), we will be ramping in phases based off price. Other reasons why your card may not be eligible for Authenticity Guarantee: Customized Not a domestic seller/buyer (no special territories) Not a listing for a single trading card (i.e. you pick one, packs,

etc) Local pick-up only If a seller sends a raw card in a holder sturdier than a penny sleeve and card saver, will it be removed during authentication? Yes. However, if there is a thank you note or other similar collateral, we will send that through to the buyer if it fits within the eBay packaging. I have proof from another trading cards grader/authenticator that the item is authentic Our authenticators are some of the top experts in the industry and their position is supported by eBay. We do not appeal for authenticity as we trust the authenticators' judgment as they are industry experts. You may contact the original grader for additional questions. I have proof from another trading cards grader/authenticator that the item is authentic Our authenticators are some of the top experts in the industry and their position is supported by eBay. We do not appeal for authenticity as we trust the authenticators' judgment as they are industry experts. You may contact the original grader for additional questions. Which condition aspects are now required and which are optional with the launch of condition grading? Grader, grade and card conditions were previously optional aspects that are now required condition descriptors. Grading for raw cards can be subjective to the person, what guidelines should I be using when listing my items? Please refer to the following page for guidance on the conditions for raw or ungraded cards: https://pages.ebay.com/cardconditions/ The condition for graded cards should match the grade assigned by the grading company and displayed on the card. I consider this card Gem Mint, but it is not graded, can I list my non graded card as Gem Mint? Gem mint is a term reserved for graded cards only. It is a descriptor word used by the grading companies. Please refer to the following page for guidance on the conditions for raw or ungraded cards: https://pages.ebay.com/cardconditions/

What happens if I list my card as Near Mint, but the buyer doesn't agree?

For cards going through Authenticity Guarantee, we protect sellers if it passes.

Generally there are no returns for these cards as long as it passes through the Authenticity Guarantee process.

[id="SLFQ" name="SLFQ">](#)SIMPLIFIED LISTING FLOW

QUESTIONS (SELLER QUESTIONS - TRADING CARDS) How does the simplified listing flow help me list sport trading cards?

Our native app allows for easier listing with guided flows and simplified options specifically for single trading cards.

Is the simplified listing flow available to all sellers?

This listing flow is currently being tested for non-advanced native listing tool users with no business policies in the US only.

To be eligible, a seller cannot have a store account or have seller hub activated.

Sellers will only see the flow on native app and not on desktop.

I've heard about a simplified listing flow for trading cards. Can I opt-in to the experience?

Currently, we are rolling this out to eligible sellers on a phased basis.

We can't opt in individual sellers to this process.

As of October 12, 2023, c. 25% of sellers are opted in. This will be 50% by the end of October. The date for all sellers to be opted in is yet to be confirmed.

What trading cards are eligible for this listing tool?

All cards listed in the Trading Card Singles category are eligible for the simplified listing flow.

I don't want to use the simplified listing flow. How do I opt-out ?

You can't opt-out, but if not enough features are available in the simplified listing flow, you can also edit your listing on desktop.

What happened to my auction options?

There is no auction reserve or auction duration 7 days.

If a seller needs to access these features, we recommend revising the draft on desktop web.

Internal information:

We are planning to add reserve price and auction duration changes in the near future.

I noticed that I have less item specifics. How

can I access the full list? In an effort to simplify the listing flow, the item specifics list has been reduced and may be less to what the lister is used to seeing. If a seller needs to access these features, we recommend revising the draft on desktop web. Internal information: Seller may see less item specifics when they start a new listing on scratch versus starting a listing from the view item page and Sell One Like This. This is intended behavior. I noticed that I have fewer shipping options. How do I access the other shipping options? In an effort to simplify the listing flow, the shipping options have been reduced. If the seller needs to access additional shipping options, we recommend revising the draft on desktop web. I noticed that I cant sell lots or multiples anymore, how can I go back to doing that? There is a specific category for Trading Card Lots and Sports Trading Card Sets and we recommend you list in that category instead of single sports trading cards. Some of my listing features are not available. How do I access them? Auction options are reduced.You can not list QTY>1 or select local pick-up. Handling time is defaulted to 3 days and cannot be edited. Shipping carrier options have been reduced to 2 options. Price guidance is not available within the listing flow.Item specifics have been reduced. If a seller needs to access these features, we recommend revising the draft on desktop web. I started a listing in the simplified listing flow, but now I no longer see it. What happened? Depending on your listing behavior, you may have been returned to the old flow.Scenarios where this many happen include: Resuming the draft on desktop web listing tool and listing from there. Revising the draft on desktop web listing tool and listing from there. Sell similar listing will always revert to the old flow. If you start a new listing with an eligible shoe on native app, you will continue to see the simplified listing flow. Internal information: This is an A/B Test, we do not have an opt out feature for this listing flow.

If a seller is experiencing major issues with listing, please have your leadership reach out to Service Readiness with the members ID and the issue. TEAMMATE QUESTIONS (TRADING CARDS) What terms do trading card enthusiasts use that I should be aware of? See Detailed Information for a quick reference guide to some trading card terms. Do we anticipate packs/cases to be part of this program in the future, or will it remain strictly single card? As of now, no packs or cases are anticipated. Currently, if a pack accidentally slips through, it will be sent to buyer as miscategorized. How does a person acquire a One of One trading card? Or is it gifted by the athlete directly? One of One trading cards are inserted in packs and then sold on the secondary market. For reference, what is an example of a customized trading card? An example would be a card with a 'wet' signature autograph, meaning the autograph is added by the athlete in person (e.g. at a game). Authenticators will process an order as 'customized' if it meets one of the following criteria (this is to safeguard from unverifiable signatures and patch swaps that might have occurred after manufacturing). Criteria for order to be processed as customized:
On Card In Person Auto, Jersey Swatch Memorabilia, Relic See <a href="https://cskb.qa.ebay.com/library/EBAY/GUIDE1804%20-%20card%203.png"

target="_blank">example of On Card, In Person Autograph See
<a

href="https://cskb.qa.ebay.com/library/EBAY/GUIDE1804%20-%20card%202.png"

target="_blank">example of Jersey Swatch Memorabilia See <a href="https://cskb.qa.ebay.com/library/EBAY/GUIDE1804%20-%20card%204.png"

target="_blank">example of Relic

Keep in mind that cards will still be processed normally if it is either factory sealed, stamped, or the card has a company witnessed sticker that certifies the autograph/relic.
Examples of non-customized orders: Stamp, Autograph Sticker, Sealed Case
See <a

href="https://cskb.qa.ebay.com/library/EBAY/GUIDE1804%20-%20card%206.png"

target="_blank">example of Stamp See <a

href="https://cskb.qa.ebay.com/library/EBAY/GUIDE1804-%20card%201.png"

target="_blank">example of Autograph Sticker See <a

href="https://cskb.qa.ebay.com/library/EBAY/GUIDE1804%20-%20card%205.png"

target="_blank">example of Sealed Case

 What is card grading? Card grading is a third-party service whereby a card is inspected for authenticity and ranked, usually on a 10-point scale, for condition. When the card is assigned an overall grade, it is sealed and assigned a cataloged serial number. This service is not provided by eBay's Authenticity Guarantee. Will item condition in the listing eventually be more in line with grading/authentication terms? Currently, item condition (mint, very good,...) is requested for raw cards and grade is requested under the mandated 'graded (yes/no)' question but is not mandatory. Longer term, greater alignment can be expected (but no changes are scheduled yet). Are PSNADS (potential SNADs) allowed? Can we contact the buyer about a small issue with the item/description? See Detailed Information for the PSNAD process for trading cards. Are sellers being advised to update listings immediately regarding condition grading? For new listings, the previous condition grading related aspects will not be present. For an existing listing, on revision, if the condition grading aspects

contain values, they will show as custom aspects. Sellers will be encouraged to complete the new condition and the associated descriptors fields for new listings, but they will not be required to.

Sellers will get notification that said conditions and descriptors will be required soon.

Which aspects are now required when it comes to grading condition?

Grader, grade and card conditions were previously optional aspects that will now be required condition descriptors.

If we are using <https://pages.ebay.com/cardconditions/>, will the listing flow show the different titles for Card games vs Sport and NSTC? (ie, lightly played, excellent)

Yes, they will follow the same card conditions detailed in the Card Condition Guidelines.

GUIDE.DETAILED_INFORMATION

Detailed information:

trading	card	vertical
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Eligibility for Authenticity Guarantee (trading cards - US)

Raw trading cards

CCG, STC and NSTC Raw Relic, Patch, Aftermarket Signature or Autographs \$250

Graded trading cards

Eligible Graders:

Beckett

PSA

CCG (Certified Collectibles Group)

SGC

CCG, STC, and NSTC Graded Relic, Patch, Aftermarket Signature or Autographs \$250

Ineligible items:

Boxes, packs, sets, kits, lots, decks, etc of trading cards

Redemption cards

Additional cards that are gifted to buyers as a bonus and free of charge

Graded cards not listed from one of the approved graders, including the following grading companies:

GMA

HGA

KSA

WCG

GBA

ACE

ARK

CGA

GSG

PGS

TCG

TAG

WTP

Authenticator for raw cards is: CCG, 6802 Energy Court, Sarasota, FL 34240

Authenticator for graded cards is: PSA, 1600 E St Andrew Place, Suite 150, Santa Ana, CA, 92705

Eligibility for Authenticity Guarantee (trading cards - CA and CA to US)

The authenticator for CA is Certified Collectibles Group (CGC + CSG)

The address is: 16 Intermodal Drive, Unit 6, Brampton Ontario L6T 0E1.

Sellers who are onboarded to Payments 2.0 will be eligible to utilize the CA Authenticity Guarantee program (sellers using PayPal or Payments 1.0 will not be eligible).

Other CA domestic trading card eligibility requirements:

eBay.ca only, item in CA, buyer address in CA

Pack-Pulled Autographs (autographs placed by manufacturer, via sticker or pre-signing) can be authenticated

Cards with relics, patches, aftermarket signatures or autographs can be authenticated, but only the card, not the relic, autograph, patch, etc

 Eligible items:

Raw trading cards

CCG, STC and NSTC Raw Relic, Patch, Aftermarket Signature or Autographs CAD\$250

Ineligible items:

Graded cards

Boxes, packs, sets, kits, lots, decks, etc of trading cards

Redemption cards

Additional cards that are gifted to buyers as a bonus and free of charge

Location eligibility:

See eMBG and Authenticity Guarantee for general and regional specific eligibility requirements.

US Authenticity Guarantee (Seller located in the US or CA)

Seller must be located in the continental US or Canada and list on eBay.com to be eligible for the US Authenticity Guarantee

Only buyers in the US are able to purchase trading cards through AG from US and CA sellers on eBay.com

Only raw trading cards are eligible for Authenticity Guarantee from CA sellers at this time

CA Authenticity Guarantee

(Seller located in CA) Seller must be located in CA and listed on ebay.ca (not CAFR) or eBay.com to be eligible for the CA Authenticity Guarantee Buyers in CA and the US are able to purchase trading cards through AG from CA sellers Only buyers in CA and the US shopping on ebay.ca (not CAFR) or eBay.com will be able to purchase trading cards through AG from CA sellers Only raw trading cards are eligible for CA Authenticity Guarantee at this time Additional information:

 If a buyer is trying to purchase an item for CA Domestic AG from the eBay.cafr site, our system will no longer apply AG. You can see this info in Billing as Site Transaction ID 210 a id="tcgroca" name="tcgroca"> Beta: TCG Player: Roca Robotics Machines to list CCG Since September 29th 2023 we have been running a Beta program with 3 selected sellers who have been provided with Roca Robotics Machines to list ungraded collectible cards to eBay. Two of these sellers are using a Pokémon/Magic machine, while the third is using a Yu-Gi-Oh machine. Using the machines, they can: load up to 1,000 cards into an input tray. Select from different sorting options using the included tablet. Every sort compiles a spreadsheet that can be imported onto eBay. This data can be used to quickly list and manage a large inventory of cards. The three members participating in the beta program are: Sassyotto (39145616) Kidicarus2000 (42308083) comc_consignment (1471403665). These members will be supported from their account managers and should not be reaching out to GCX for assistance.

Additional Details: If a Beta seller calls in for support, direct them to their account manager. The program may open up for additional sellers in Q1, but we are not accepting referrals for interested members. If a member is interested in this program, thank them for their interest and let them know we are not accepting anyone into the program now, but to look for future communication for opportunities. <a

&td>Near Mint or Better</td>	&td>Minor chipping</td>	&td>Minor chipping</td>	&td>None</td>	&td>
	&td>Minor</td>
&td>None</td>	&td>Minor</td>	&td>None</td>	&td><tr>	&td><tr>	&td><tr>
&td>Lightly Played (Excellent)</td>	&td>Moderate whitening/ chipping</td>	&td>Moderate whitening/chipping</td>	&td>Minor</td>	&td>Moderate</td>	&td>Minor</td>
&td>Moderate</td>	&td>Minor</td>	&td>Moderate</td>	&td>Minor</td>	&td><tr>	&td><tr>
&td>Moderately Played (Very Good)</td>	&td>Major whitening/chipping</td>	&td>
	&td>Major whitening/chipping</td>	&td>Moderate</td>	&td>Moderate to major</td>
&td>Moderate to major</td>	&td>Moderate to major; some slight paper loss</td>	&td>Moderate to major</td>	&td><tr>	&td><tr>	&td><tr>
&td>Heavily Played (Poor)</td>	&td>
	&td>Major whitening/ chipping with one or more corners missing</td>	&td>Major whitening/chipping with tears possible</td>	&td>Major</td>	&td>Major</td>
&td>Multiple major creases</td>	&td>Major scratches/ scuffing with paper loss, tears and pinholes</td>	&td>Major</td>	&td><tr>	&td><tbody>	&td><table>

What happens during the authentication process (trading cards)? &a id="tradingcardassess"

name="tradingcardassess">Step 1: Description and condition check

RAW CARDS Authenticator compares item received to item information

shared in eBay tool to validate that it is the sold item including: Images

Confirm images match the item accurately Title

validation Confirm the title matches the item

Key aspects Condition and consistency with item description in eBay

listing per below eBay condition description. If the card is within one degree of separation, then it will

be deemed a pass, otherwise the card will be failed for condition description.

 Altered description call out: For Sports

Cards: Pass if alterations observed match alterations described in listing

Fail if alterations are not properly described in listing: inked, trimmed and/or re-backed For Collectible Card Games and Non-sports Cards: Pass if alterations observed match alterations described except for re-backed which would be a default fail. Fail if alterations are observed but not properly described in listing: inked and/or trimmed. Re-backed is an automatic fail, irrespective if the seller noted it on the listing or not. GRADED CARDS Authenticator compares item received to item information shared in eBay tool to validate that it is the sold item including: Images Confirm images match the item Title validation Confirm the title matches the item Key aspects Grader Grade Serial # confirmation: Pass if: Serial number listed in description, and it matches listing (but no database search required of other grading companies) If serial number is not in listing but serial number in listed picture does not match the card in hand, if determined it is a stock card If number not listed in description, therefore that is not an aspect that can be matched/checked Fail/PSNAD if: Serial number listed in description does not match serial number on card received Authenticator to input the serial number on the card received into the eBay tool Confirm Description Damage to case: Pass if: Light scratches are observed, aligning with image on listing or as described by seller No scratches Fail if: Integrity of holder is compromised: seal cracked or compromised even if disclosed Scratch obscures the card whereas the authenticator cannot properly examine card, even if disclosed Altered card: Pass if: Holder is genuine and not tampered with Card is authentic Fail if:

 Holder counterfeit or tampered (label swapped, card swapped, holder top/bottom compromised) Card is counterfeit
If item does not satisfy description and condition check, then authenticator will reject item with corresponding marketing card (i.e., the 'SNAD card').
Step 2: Authenticity check
Once item passes description and condition check, the authenticator will inspect the item to assess authenticity based on the definition below:
 Genuine card (not counterfeit) For raw cards: the authenticator verifies authenticity and passes if card is authentic or fails if the card is deemed counterfeit For graded cards:
 Pass if:
 Holder is genuine and not tampered with Card is authentic Fail if:
 Holder is counterfeit or tampered (label swapped, card swapped, holder top/bottom compromised) Card is counterfeit The authenticator marks determination in the eBay tool. Item is fingerprinted, and photographed, in eBay tool
 Front image Back image Key aspects
If Item is deemed authentic:
 Authenticator prints label using carrier built into eBay tool, which notifies buyer and seller of the inspection completion and tracking information. Card is shipped Item is delivered to buyer
If Item is deemed NOT authentic or fails to pass description and condition check:
 Authenticator prints return shipping label to seller using carrier built into eBay tool Authenticator re-packages trading card(s) with all original contents and ships to seller Seller receives trading card
PSNADS (potential SNADs) for trading cards
 As of December 14, 2022 we have PSNADS for raw and graded cards. A PSNAD occurs when there is a minor difference or detail of the item which was not stated in the listing. For example, the year does not match or the serial number appears to

be missing digits. When a PSNAD occurs, the authenticator will share specific details and differences between the item they received and the item as it was described in the eBay listing. These details are shared with the Authenticity Guarantee Back Office team, who will reach out to the buyer and provide them with a description of any minor differences. The buyer will be given a choice to: Accept the item, understanding the slight difference(s) Decline to accept the item If the buyer accepts the PSNAD item, the Authenticator will package the item and proceed with shipment to the buyer. If the buyer does not accept the PSNAD item, the authenticator will mark the item Not as Described, which informs the seller their item did not pass, and return the item to the seller. <a id="glossarytc"

name="glossarytc">Misc glossary (trading cards) <table border="1" cellpadding="1" cellspacing="1"> <tbody> <tr> <td>Pack</td> <td>Other than single cards, the lowest denomination of product you can buy. This contains 1-60 cards depending on the product.</td> </tr> <tr> <td>Box<td>A pre-determined number of packs, packaged together in a sealed container. There can be anywhere from 1 to 36 packs in a box on average.</td> </tr> <tr> <td>Case</td> <td>A pre-determined number of boxes packaged together in a sealed container. Can contain anywhere from 1-18 boxes on average.</td> </tr> <tr> <td>Set</td> <td>A collection that completes the whole consecutive numbered series of regular cards, inserts or hits from a particular product.<td>Base Card</td> <td>A common card that is part of the products main set. These cards are usually numbered 1-XXX in accordance with the number of subjects in a set.</td> </tr> <tr> <td>Blank back</td> <td>A card that has no printing on the back.</td> </tr> <tr> <td>Border</td> <td>The part of a card that surrounds the photo.</td> </tr> <tr> <td>Break</td> <td>Slang for opening a booster box or booster pack.</td> </tr> <tr> <td>Altered Stock</td> <td>This term is used

when the paper stock is altered in one or more of the following ways: trimming, recoloring, restoring, or enhancing the gloss.

Autographed Card
A card that has been signed by the player. Also referred to as a certified autograph.
Hard-Signed Autographed Card
An autographed card that features a signature inscribed directly onto the cards surface.
Sticker or Label Autographed Card
An autographed card featuring a certified signature on a clear label, which is applied to the cards surface during production.
Jersey Card
A card containing a piece of embedded jersey.
Patch Card
A jersey or relic card that features a swatch made from patch(es) on a team jersey. Common patches include jersey numbers, team names, team and league logos.
Letterman Card
A card featuring a patch letter from a players jersey nameplate.
Insert
These are usually cards that come at a higher odds ratio. Instead of being a part of the normal base set, however, they are part of a subset, or set within the set. They look different then the common cards, and usually have different names.
Parallel
A card that is a serial numbered version of another non-serial numbered card. For instance, a base card would be unnumbered, but a parallel of that base card would have a serial number. Parallels typically have the same design and photo, but offer different color schemes.
Short Print (SP)
A card that has a lower print run than other cards in the set. So, the odds of pulling one randomly out of a pack are lower than a regular card. SP cards are viewed as a challenge by some collectors who look to complete the full set.
1-of-1
A numbered card that is the only one in existence. These can be the most valuable cards, but not necessarily the most expensive.
Logo Patch
A card featuring a team or league logo

patch from a jersey. These are usually the most valuable of the 1-of-1s that exist.

Logoman

Term for a card that features an entire league logo patch.

Chipping/Ding

A term to describe damage to the edge/corner of the card. Chipping may occur from aging, handling, or even dull blades at the production factory.

Common

A card that appears frequently in a set or packs.

Cut Autograph

A card featuring an autograph that is not signed directly onto the card, but is instead cut from another source (such as a check). Most cut autograph cards feature subjects who are deceased.

Grade/Graded

When a card has been inspected by a professional grading company (Example: PSA and Beckett) to determine the cards condition and assign scores from 1 to 10.

Printing Plate

A plate that was used to print trading cards. These cards are considered to be one of a kind, and come in the four printing colors: black, cyan, magenta, and yellow.

Acetate Card

A special type of card printed on translucent stock, similar to plexiglass.

Hits

Most card products have a stated number of special cards such as jersey or autograph cards per unit you can buy. Cards like this are called hits.

Checklist

A complete list of cards contained in a particular set furnished by the products manufacturer. Collectors use checklists to help keep track of and complete sets.

Rookie Card

A card from a players first year in the league, or the non-parallel version of a base card from a product released players first year.

Player Collector

A collector who focuses on specific players.

Team Collector

A collector who focuses on specific teams.

Set Collector

Someone who builds sets from each product, rather than someone who collects a certain player or team.

</tr> <tr> <td>Book Value</td> <td>The perceived value of an item according to a price guide published by a third party company.</td> </tr> <tr> <td>Sell Value</td> <td>The value based on recent actual sales of an item, or a perceived value based on how much a person will pay for the card.</td> </tr> <tr> <td>Serial or Crash Numbered</td> <td>A card that is short printed to the point where the manufacturer has stamped the print run onto the card. Cards are numbered sequentially, and can be numbered as low as 1.</td> </tr> <tr> <td>Personal Collection (PC)</td> <td>Refers to a collectors favorite cards: these are usually the centerpieces of a collection.</td> </tr> <tr> <td>Exclusive Spokesperson</td> <td>Refers to athletes whose autographs, jerseys, and memorabilia will not be available in other brands. Michael Jordan, LeBron James, Wayne Gretzky, Tiger Woods.</td> </tr> <tr> <td>Case breaks</td> <td>A live event (usually on YouTube) where buyers buy a certain aspect (usually a sports team i.e. Warriors). The seller opens the box of about 100 cards live. All players that play for that certain team (ie Steph Curry) go to that buyer. </td> </tr> <tr> <td>Layering</td> <td>A grading term that describes the wearing and separating of the layers of cardboard stock on the corners of the card.</td> </tr> <tr> <td>Near Mint (NM)</td> <td>A card that has very few flaws.</td> </tr> <tr> <td>Near Mint- Mint (NM-MT)</td> <td>A card in this condition may appear to be mint at first glance, but may have slight wear on the corners/edges.</td> </tr> <tr> <td>Off-center (OC)</td> <td>A card that has uneven borders.</td> </tr> <tr> <td>Pack</td> <td>A group a cards in a sealed plastic or wax pack.</td> </tr> <tr> <td>Penny Sleeve</td> <td>A soft, thin plastic sleeve that provides minimal protection for cards.</td> </tr> <tr> <td>Refractor</td> <td>A card that has chrome reflective devices. These cards often come with a thin removable protective layer. The card loses some value if this plastic layer is removed.</td> </tr> <tr> <td>Sticker</td> <td>A card with an adhesive

back.</td><tr><td><td>Top-Loader Card Sleeves</td><td><td>Hard plastic sleeve.</td><tr><td><td><td><td>Trimming</td><td><td>Slight cutting/shaving of the edges is done to a card to remove flaws.</td><tr><td></tbody></table>		See eMBG and Authenticity Guarantee for general and regional specific eligibility requirements.</h2>
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