

PI - Product safety policy - Prohibited, Restricted and Counterfeit items

<h2>GUIDE.SUMMARY

What is the policy?

 Products that pose a health or safety hazard are not allowed.

The following types of items are not allowed: Items recalled by the manufacturer or any other government agency, or items whose sale is prohibited by law Items that pose a health or safety hazard as specified by any government agency

Sellers can list the following types of items: Items subject to a recall but not prohibited by law, as long as the listing includes the recall information Items

complying with these safety standards: Eligible sellers can list cribs meeting federal safety standards issued by the CPSC in

2011, which must be included in the listing Eligible sellers can list child car safety

seats meeting Federal Motor Vehicle Safety Standard (FMVSS) No. 213, which must be included in the

listing Eligible sellers can list new bicycle helmets. Used bicycle helmets are not allowed Hoverboards, self-balancing scooters, electric skateboards, electric

roller skates, electric pocket bikes, electric kick scooters, electric unicycles, and other personal e-mobility devices typically intended for use by one person must be certified to meet UL 2272 safety standards, including all batteries and chargers. The listing must state that the item is UL 2272 certified and, upon request,

provide appropriate verification, such as including a link to the UL Product IQ document showing the

certification. E-bikes must be certified to meet UL 2849 safety standards, including all batteries and chargers. The listing must state that the item is UL 2849 certified and, upon

request, provide appropriate verification, such as including a link to the UL Product IQ document showing the

certification. Why does eBay have this policy? This policy helps sellers follow important government regulations.

Related articles </a href="https://cskb-author.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1070">Listing policies - item ended, removed, or not renewed by eBay (seller) Related email solution templates </a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL7232">Product safety policy External links Online resource for recalls
 </a href="http://www.recalls.gov/" target="_blank">http://www.recalls.gov/ Health Canada Recalled Items web site
 </a href="http://www.hc-sc.gc.ca/ahc-asc/media/advisories-avis/index-eng.php" target="_blank">http://www.hc-sc.gc.ca/ahc-asc/media/advisories-avis/index-eng.php United States Consumer Product Safety Commission (CPSC) web site
 </a href="http://www.cpsc.gov/" target="_blank">http://www.cpsc.gov/ United States Environmental Protection Agency (EPA) Requirements for Importers and Exporters
 </a href="https://www.epa.gov/importing-exporting" target="_blank">https://www.epa.gov/importing-exporting

allow all models of an item that is recalled to be listed on the site even if only 1 or 2 models of the series are recalled. For example, because of the problems with Magnetix toys, the CPSC has several models under recall. eBay made the decision to prohibit all models, regardless of the CPSC recall list.

- Takata airbags
- Due to a national recall of airbags by the [National Highway Traffic Safety Administration](http://www.safercar.gov/rs/takata/index.html), we placed a block to prohibit airbags and parts of the airbags that match the make, model, and year of the recall. eBay strictly prohibits the sale of any recalled products.
- Smoke and carbon monoxide detectors

In an effort to ensure that the items on the site are safe to purchase, we've limited the brands of smoke and carbon monoxide detectors that can be sold to a list of known, safe brands.

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1221&ViewLocale=en_US#approvedsmokecarbonmonoxidedetectors Only the brands on the list can be sold. Unbranded smoke and carbon monoxide detectors aren't allowed.

- How can I get a new brand of smoke or carbon monoxide detector added to the list?
- Our team has done their due diligence to ensure all safe brands are available in the list. We aren't currently taking requests for additional brands.
- Personal Transport Self-balancing scooters
- In accordance with guidance from the U.S. Consumer Product Safety Commission (CPSC), we allow self-balancing scooters that are certified under the [UL 2272](http://www.ul.com/hoverboards/) safety standards. The listing must state that the item is UL 2272 certified and, upon request, provide appropriate verification, such as including a link to the [UL Product IQ](https://productiq.ulprospector.com/en) document showing the certification.
- E-bikes
- In accordance with guidance from the U.S. Consumer Product Safety Commission (CPSC), we allow e-bikes that are certified under the UL 2849 safety standards. The listing must state that the item is UL 2849 certified and, upon request, provide appropriate verification, such as including a link to the

[href="https://productiq.ulprospector.com/en"](https://productiq.ulprospector.com/en)>UL Product iQ document showing the certification. The term "hoverboard" For models that are otherwise allowed on the site, sellers cannot use the trademarked term hoverboard to describe the product unless they are listing the following 2 models: GoPed ESR75 Powerboard For all other models allowed on the site, sellers should use a term such as self-balancing scooter. We are recommending that sellers review their use of the term hoverboard in their listings. A company that owns and licenses use of its trademark hoverboard has contacted eBay concerning unauthorized and/or unlicensed use of the trademark on eBays site. We are recommending that all sellers revise their existing and future listings to remove use of the term hoverboard unless a seller is appropriately authorized to use it by the trademark owner, or the seller is listing an item that is manufactured by Powerboard, LLC or GoPed. Ultimately, the seller needs to make the determination as to whether they are entitled to use the term hoverboard. If a sellers listing is taken down by eBay for alleged infringement: Sellers will be able to contact the rights owner with any questions using the email address for the rights owner provided in the email sent from eBay concerning the removal. Seller will be able to create a new listing that does not use the word hoverboard. We are suggesting use of self-balancing scooter to align with not only our marketing efforts around the product, but also use within the general online retail and marketplace space. In case of any questions, the seller should contact their account manager. Cribs, infant or child seats, and bicycle helmets Internal Information Starting July 20, 2021, sellers must be eligible to list cribs (including travel and non-full-size cribs), car seats, and bicycle helmets. Car seat accessories such as bases, straps, covers, bags, and adapters can be listed by any seller Sellers were notified on June 10, 2021, of this change. Enforcement starts July 20, 2021. As part of our efforts to ensure that our

marketplace remains safe and trusted, eBay will introduce new guidelines around the sale of cribs, infant and child car seats, and bicycle helmets. To see the criteria sellers need to meet, see <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753>; Products with eligibility requirements policy.

- Sellers will be automatically approved when they attempt to list in the cribs, car seat, or bicycle helmets categories. If there's a situation where a member is blocked, but they only barely don't meet the requirements, you can approve them ad hoc. To do so, follow this criteria:
- If the member has:
- Less than 2 product safety violations in the last 180 days
- No open Risk issues (172, 181)
- another established linked account with good standing or is close to the 90-day on site requirement

Then add issue 855 with a 4-month (120-day) expiration date. This will allow sellers to list in those categories.

Is the restriction only on bicycle helmets, or are other helmets (skateboard) restricted as well?

- Bicycle helmets are the only helmets that are restricted.

Any other helmets are not restricted, and there are no requirements to sell them.

How do I know if I'm eligible to sell these items?

- Attempt to list in the correct categories.

If you are eligible, you will not be blocked from listing.

If you aren't eligible, you will be blocked from listing.

See <https://www.ebay.com/help/policies/prohibited-restricted-items/products-require-preapproval-policy?id=5271>; Products with eligibility requirements policy; for more details on what requirements need to be met to be eligible.

You've restricted new, branded cribs, car seat, and bicycle helmets. Can I list used or refurbished cribs, car seats, or bicycle helmets without restriction?

- No, used or refurbished cribs, car seats, and bicycle helmets are not allowed to be listed by anyone on any site.

Have the rules changed on what kind of cribs, car seats, and bicycle helmets can be listed?

- No, sellers should still be aware of the types of cribs, car seats, or bicycle helmets that can be listed. For example, drop-side cribs (regardless of brand) have been recalled by manufacturers, and several

warnings have been issued by the CPSC. They still are not allowed.

- Reasoning Reason for policy

eBay strongly supports the efforts of the U.S. Consumer Products Safety Commission (CPSC) to protect consumers against potentially hazardous goods.

- eBay does not permit the listing of items that have been identified by the CPSC as hazardous to consumers and therefore subject to a recall.
- eBay urges sellers and buyers comply with all applicable laws and regulations. Because the sale of recalled items is prohibited by law, regulated, or may cause harm to eBay or its users, sellers may not list them on eBay. This policy helps protect buyers and helps create a safer marketplace.

##