

## Authenticity Guarantee - Luxury Goods

**GUIDE.SUMMARY** What Authenticity Guarantee is a program designed to help buyers shop with confidence. Watches, handbags and jewelry 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 watches, handbags and jewelry.

See

<http://cskbapp/art?page=content&id=GUIDE1730> Authenticity Guarantee - General Program (GUIDE1730) for general program and eligibility requirements for the Authenticity Guarantee program and 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=GUIDE1803&ViewLocale=en\\_US#Verticalwatches](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#Verticalwatches) Watches

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#Verticalhandbags](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#Verticalhandbags) Handbags

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#Verticaljewelry](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#Verticaljewelry) Jewelry

Detailed Information for

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#detwat](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#detwat) Watches

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#dethan](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#dethan) Handbags

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#detjewelry](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#detjewelry) Jewelry

**GUIDE.TALKING\_POINTS** TALKING POINTS FOR

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#Verticalwatches](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#Verticalwatches)&gt;WATCHES&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#Verticalhandbags](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#Verticalhandbags)&gt;HANDBAGS&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#Verticaljewelry](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#Verticaljewelry)&gt;JEWELRY&lt;/a&gt;&lt;/li&gt; &lt;/ul&gt; &nbsp; &lt;/h2&gt;&lt;/a

id="Verticalwatches" name="Verticalwatches"&gt;&lt;/a&gt;WATCHES&lt;/h2&gt; THIS SECTION CONTAINS &lt;/ul&gt; &lt;/li&gt;&lt;/a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#genquewat](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#genquewat)&gt;GENERAL QUESTIONS&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#buyquewat](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#buyquewat)&gt;BUYER QUESTIONS&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#selquewat](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#selquewat)&gt;SELLER QUESTIONS&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#teaquewat](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#teaquewat)&gt;TEAMMATE QUESTIONS&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#addon](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#addon)&gt;ADD ON AUTHENTICATION QUESTIONS&lt;/a&gt;&lt;/li&gt; &lt;/ul&gt; &nbsp; &lt;/a

id="genquewat" name="genquewat"&gt;&lt;/a&gt;GENERAL QUESTIONS (WATCHES) Useful links for members&nbsp; &lt;/ul&gt; &lt;/li&gt;Authenticity Guarantee landing pages and other links&nbsp;useful for&nbsp;buyers and sellers: &lt;/ul&gt; &lt;/li&gt;General Authenticity Program&nbsp;&lt;/a

<https://pages.ebay.com/authenticity-guarantee/>&gt;https://pages.ebay.com/authenticity-guarantee/&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;Watches &lt;/ul&gt; &lt;/li&gt;For buyers&nbsp;&lt;/a

<https://pages.ebay.com/authenticity-guarantee-watches/>&gt;https://pages.ebay.com/authenticity-guarantee-watches/&nbsp;&lt;/a&gt;&nbsp;&nbsp;&nbsp;&lt;/li&gt; &lt;/li&gt;For sellers&nbsp;&nbsp;&nbsp;&lt;/a

<https://pages.ebay.com/authenticity-guarantee-watches-seller/> &gt; <https://pages.ebay.com/authenticity-guarantee-watches-seller/> &lt;/a> &lt;/li> &lt;/ul> &lt;/li> &lt;/li> Authenticity Uploader &lt;/a>

<https://ocswf.ebay.com/mudcwf?deptName=AuthenticityGuarantee> &gt; <https://ocswf.ebay.com/mudcwf?deptName=AuthenticityGuarantee> &lt;/a> &lt;/li> &lt;/li> Escrow &lt;/a>

<https://pages.ebay.com/escrow/> &gt; <https://pages.ebay.com/escrow/> &lt;/a> &lt;/li> &lt;/li> &lt;/li>

<https://www.escrow.com/support/faqs/what-forms-of-payment-does-escrowcom-accept> &gt; <https://www.escrow.com/support/faqs/what-forms-of-payment-does-escrowcom-accept> &lt;/a> &lt;/li> &lt;/li>

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

<https://www.escrow.com/support/faqs/what-forms-of-payment-does-escrowcom-accept> &gt; does-escrowcom-accept &lt;/a> &lt;/li> &lt;/li> &lt;/li>

<https://www.ebay.com/help/selling/selling-tools/ebay-authenticity-guarantee?id=4644> &gt; <https://www.ebay.com/help/selling/selling-tools/ebay-authenticity-guarantee?id=4644> &lt;/a> &lt;/li> &lt;/li>

&lt;/ul> &lt;/li> &lt;/ul> Eligibility &lt;/li> &lt;/li> See &lt;/li>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#watchelig](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#watchelig) &gt; eligibility &lt;/a> details here. &lt;/li> &lt;/ul> &lt;/li> &lt;/li> &lt;/li>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#watchloc](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#watchloc) &gt; location eligibility &lt;/a> details here. &lt;/li> &lt;/ul> &lt;/li> &lt;/li>

Who is the authenticator? &lt;/li> &lt;/li> The watch authenticator is an industry expert whose authentication capabilities have been vetted by eBay. &lt;/li> &lt;/li> [If more is needed]: eBay's watch authenticator is a leading provider of watch repair services to watch manufactures, retail jewelers, and consumers throughout the globe, and operates one of America's most respected watch service centers over the last 30 years. This has been achieved by: &lt;/li> &lt;/li> A state of the art facility &lt;/li> &lt;/li> Acquiring the newest and most advanced technical equipment &lt;/li> &lt;/li>

<li>A professional staff of dedicated employees.</li> </ul> </li> </ul>

</li> </ul> Where is the authenticator located? <ul> <li>The watch authenticator is located at: <ul> <li>1803 Metro Parkway</li> <li>Dayton, OH 45459</li>

</ul> </li> </ul> How is the authentication of a watch confirmed? <ul>

<li>For watches, each item verified by the authenticator as authentic will receive an eBay Authenticity Guarantee card.</li> <li>The card includes relevant information on the item.

<ul> <li>For example, the card accompanying a watch will include brand, model, reference number, movement type, case material, bracelet type, and serial number.</li> </ul>

</li> </ul> Is the Authenticity Guarantee program available for all conditions (new, pre-owned, customized, etc) of watches? <ul> <li>New and pre-owned watches are eligible as long as the item has not been customized.</li> <li>Exception: <ul>

<li>Certain Rolex and Omega models have the brand logo etched into their crystals. <ul> <li>For Rolex, this started ~2001 for all models except the Milgauss.</li>

<li>For Omega, this involves a subset of models/years (the authenticator is aware of these).</li> </ul> </li> </ul> </li> </ul> If the authenticator identifies an aftermarket crystal on these watches (regardless of whether it is noted in the listing) this will now become a PSNAD.</li> <li>The buyer will be made aware that if they wish to proceed with the transaction they will be getting a customized card rather than an AG card.</li> </ul> <ul> <li>Internal information: <ul>

<li>The following information only should be given to the buyer if they ask about the authenticity status of the rest of the watch (i.e., aside from the crystal): 'Because it is a customized watch, we can not verify the authenticity'.</li> <li>No suggestion or hint that the watch is authentic because it has not failed authentication, etc. should be made.</li>

<br> </li> </ul> </li> </ul> <a id="buyquewat" name="buyquewat"></a>BUYER QUESTIONS (WATCHES) What happens during the authentication process? <ul> <li>For watches, the authenticator: <ul>

<li>Performs an external 10-point physical inspection of the item covering: crown, bezel, dial, case, clasp/buckle, bracelet/strap, hands, movement, crystal and end links.</li> <li>Opens the watch and inspects the internal parts and components.</li> <li>Check the water resistance of a watch using a dry tester for watches that have a resistance rating using a pressure test.</li> <li>Performs light cleaning and battery replacement, as needed.</li></ul> </li> </ul> Is the authentication going to void the manufacturer warranty? <ul> <li>To determine authenticity, the authenticator may take actions such as: <ul> <li>removing a strap or bracelet (to access a serial or reference number)</li> <li>opening the case back of the watch (to examine the movement).</li> </ul> </li> <li>This is an industry standard practice to determine authenticity and is undertaken by most watch repair and service and repair centers.</li> <li>The expert authenticator is not modifying the functionality or movement parts in any way.</li> <li>A pressure test is performed prior to opening the case back and afterwards, and the caseback gasket will be replaced if required.</li> </ul> What happens if the watch is damaged in transit or by the authenticator? <ul> <li>In the unlikely event a watch is damaged at the authentication hub or on the way to you, you will be requested to provide a repair estimate or quote for us to review for possible partial refund.</li> </ul> Are watches in the Authenticity Guarantee program subject to final sale? <ul> <li>Watches in a new condition are subject to final sale.</li> <li>Pre-owned watches are not.</li> <li>See <a href="http://cskbapp/art?page=content&id=GUIDE1730">Authenticity Guarantee - General Program</a>&nbsp;(GUIDE1730) for more on final sale.</li> </ul> Can I return a watch purchased through the Authenticity Guarantee program? <ul> <li>Buyers can return a watch if the seller accepts returns, the return takes place within the sellers return window and, for watches, the item is listed as 'pre-owned'.</li> <li>If the seller does not accept returns or the return is submitted outside the seller's listed return window and the item is listed as 'new' , this will be considered final sale and cannot be returned.</li> </ul> I bought a watch from eBay

and now the manufacturer is denying my warranty claim because the watch had been opened by your authenticator.

- Internal information:
- Many luxury watch brands specifically indicate that warranties are void if watches are 'modified' or 'tampered with' in any way by unauthorized third parties.
- These member contacts need to be handled on a case by case basis. We may need to make it right for either the seller or the buyer.
- These requests should be escalated to the authentication team and watches BU. We would need to require proof that the warranty is denied and can look at covering the loss.

<a id="selquewat"></a>SELLER QUESTIONS (WATCHES) My watch is under manufacturer warranty. If I sell it on eBay, will your authenticator do anything that will void the warranty?

- The authenticator may take actions such as removing a strap or bracelet (to access a serial or model number) and opening the case back of the watch (to examine the movement) in order to determine authenticity.
- This is an industry standard practice to determine authenticity undertaken by most watch retailers and service and repair centers. The expert authenticator is not modifying the functionality or movement parts in any way.
- If you are unsure, please consult the warranty that came with your watch and update your listing appropriately. eBay should not be adjudicating warranty validity and it should be the judgment of the seller on what they put in the listing.

I want to sell my luxury watches on eBay but live in [country not part of Authenticity Guarantee]. Why wont my item show Authenticity Guarantee?

- Authenticity Guarantee is eligible for US sellers of watches and from select sellers located in Japan.
- Why are pre-owned watches not subject to Final Sale but new watch listings are?
- The authenticators number one priority is to ensure authenticity of the item. Next in line would be the item check against the sellers listing. The authenticator does not have the history of a pre-owned watch. All the materials they have to reference is the authenticity as well as the sellers listing.
- There is not a standard that a buyer can identify with when it comes to pre-owned versus new, since they do not have the

watch in their own hands at the time of purchase. They can know what to expect from a new, manufactured, standard, much better, than a pre-owned.

<http://cskbapp/art?page=content&id=GUIDE1730>Authenticity Guarantee - General Program (GUIDE1730) for more on final sale.

My watch was denied/returned from the authenticator, and I received it back damaged. What can I do?

You will have 30 days from when the case is closed to open an appeal.

Once your appeal is received, you can expect a follow up from us within 72 hours.

There may be times where we will need to ask seller for photos and/or have them get a repair quote.

<a id="teaquewat"></a>TEAMMATE QUESTIONS (WATCHES) What are some key terms I should know to describe watches?

[Anatomy of a watch](https://cskb.qa.ebay.com/library/EBAY/1730_GUIDE/watch%20anatomy.png) for some key terms when discussing parts of a watch with members.

<a id="addon"></a>ADD ON AUTHENTICATION QUESTIONS (WATCHES) When can I add on Authenticity Guarantee for a fee?

From 9 November, the Expert Verification brand will be retired. Add on authentication for eligible items will continue to be offered through the Authenticity Guarantee program.

From 9 November 2023, eligible items are wristwatches from \$500 to \$1,999.99.

Buyers can purchase Authenticity Guarantee as a service for eligible items for a fee of \$80 (plus applicable taxes) applied at checkout.

Is there any difference between Expert Verification and Authenticity Guarantee where a fee is applied?

There is no difference in the service provided.

From 9 November, buyers will see 'Authenticity Guarantee' rather than 'Expert Verification' as an optional service when they select eligible items.

Also from 9 November, the price threshold for eligible items will be \$500 to \$1,999.99.

Is there any difference in the quality of authentication offered by Authenticity Guarantee when a fee is applied?

<li>All items going through Authenticity Guarantee are authenticated to the same high standard by industry experts.</li> <li>There is no difference in the quality of service where a fee is paid by the buyer.</li> <ul> Will the change in name have any impact on service delivery or eMBG coverage? </ul> <li>There will be no impact on service delivery or eMBG coverage as a result of the change of name.</li> <ul> Is a buyer refunded the service fee if the item does not pass authentication? </ul> <li>The buyer will be issued a full refund, including the add on fee, to their original payment method, if the item is deemed SNAD or not authentic.</li> <li>See use cases in <a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1803&ViewLocale=en\_US#feerefund">Post transaction - Service fee refund policy</a></li> <ul> Is a buyer refunded the service fee for authentication if they return an item? </ul> <li>The service fee for authentication is non refundable unless an item is confirmed as SNAD or counterfeit by the authenticator.</li> <li>When the buyer receives their item, the Authenticity Guarantee service is deemed to have been provided and the buyer given the assurance the item is authentic.</li> <li>Because of this it is not refunded if a buyer returns the item because they no longer want it.</li> <li>See use cases in <a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1803&ViewLocale=en\_US#feerefund">Post transaction - Service fee refund policy</a></li> <ul> Does a refund of the service fee include taxes paid at checkout? </ul> <li>The service fee for authentication of eligible items is \$80. Additional taxes may be added to this at checkout.</li> <ul> <b>What happens if a buyer initiates a remorse return (within the seller's return policy)?</b> </ul> <li>A returned item will be inspected by the authenticator. </li> <li>If the returned item is passed by the authenticator, it will be returned to seller. The buyer is refunded the full item price, but not shipping or verification fee. </li> <li>If the returned item is not passed by the authenticator, it will be returned to buyer</li> There is no refund for item



price, shipping or verification fee.

- See use cases in

[https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#feerefund](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#feerefund)Post transaction - Service fee refund policy

What happens if a buyer initiates a SNAD return for an item that has passed authentication?

A returned item will be inspected by the authenticator.

If the returned item is confirmed as SNAD (i.e., the authenticator made a mistake on the original inspection) the buyer receives a full refund including the verification service fee.

If the returned item is confirmed as authentic, the item is returned to the buyer with no refund of item price or fee.

If the returned item is confirmed as not the same item sent to the buyer, the item is returned to the buyer with no refund of item price or fee.

- See use cases in

[https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#feerefund](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#feerefund)Post transaction - Service fee refund policy

How long will it take for a buyer to receive the refund for the authentication service fee?

The fee will be refunded within 3 to 5 days.

Does the seller receive any of the authentication fee?

The fee covers the cost of having the item authenticated. The seller does not receive any portion of it.

Will a buyer receive the authentication service fee refund at the same time as the purchase refund if the item doesn't pass inspection?

Yes, they will receive the full refund at the time their item purchase has been refunded.

What happens if a buyer changes their mind about adding authentication as a service after paying for the service?

If the transaction has been completed, they'll need to cancel the entire transaction and repurchase the item without adding on Authenticity Guarantee.

What if a seller lists a watch for auction for less than \$1,000, but the final amount surpasses the \$1,000 threshold?

The item will be eligible for add on authentication if the

final sale price surpasses \$1,000 but does not surpass \$1,999.99 as long as the buyer chooses to add the service upon checkout.

- Items that sell for over \$2,000 will no longer qualify and will be automatically eligible for eBay's Authenticity Guarantee at no cost to the buyer or seller.

How can a member tell if an item qualifies for add on authentication?

- On the items listing page, they will see Additional service available with Authenticity Guarantee as an option if the item qualifies.
- Sellers can also check the order details in the Seller Hub sold section if there's a sale with add on authentication selected by the buyer.

What happens if a buyer purchases 2 watches and chooses add on authentication for one of them?

- If the buyer purchases 2 watches and chooses to add on authentication for the second of these, the seller will see 2 orders: the first to go to the buyer directly and the second to go to the authenticator with a unique EVTN.

What happens if a buyer chooses to add on authentication for multiple purchases or chooses it alongside an Authenticity Guarantee purchase that does not have a fee?

- For Authenticity Guarantee purchases, invoices for multiple items are not possible.
- Each item will be a separate order and must be shipped individually.

Can a seller opt out of add on authentication?

- Once an item qualifies for add on authentication, it is the buyer's choice whether to use the service or not.
- To ensure a consistent experience for buyers, we don't give sellers the option to opt out.
- Bear in mind the service comes at no cost to the seller.

Does the service fee impact a seller's FVF? Will they see this as a line item on the order details like the buyer will?

- The authentication service fee won't impact the seller's FVF.
- The seller won't see it as a line item on their order details.

What happens if a buyer pays for add on authentication and the seller mistakenly sends them the item directly?

- The item wouldn't go through the Authenticity

Guarantee process and would be handled as a normal transaction.

The buyer will be eligible for a credit of the authentication fee.

The seller will not receive the protections provided by Authenticity Guarantee.

What are the situations where the add on authentication fee is refunded?

If the item is confirmed as SNAD or counterfeit, the buyer will receive a refund of the authentication service fee.

If a buyer wishes to return the item for remorse the fee is non-refundable.

See all use cases in [https://cskb.qa.ebay.com/csxbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#feerefund](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#feerefund)

Post transaction - Service fee refund policy

How can a TM see if the service fee has been refunded or time frame for a refund?

This information will be found in the transaction details of the order (through Billing, Agent Desktop, piggybacking to order details.)

Manual refunds of the fee can be found through MAC notes.

## Vertical handbags

THIS SECTION CONTAINS

[https://cskb.qa.ebay.com/csxbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#genquehan](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#genquehan) GENERAL QUESTIONS

[https://cskb.qa.ebay.com/csxbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#buyquehan](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#buyquehan) BUYER QUESTIONS

[https://cskb.qa.ebay.com/csxbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#selquehan](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#selquehan) SELLER QUESTIONS

[https://cskb.qa.ebay.com/csxbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#teauehan](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#teauehan) TEAMMATE QUESTIONS

GENERAL QUESTIONS (HANDBAGS)

Useful links for members

Authenticity Guarantee landing pages and other links useful for buyers and sellers:

General Authenticity

Program&nbsp;&lt;a

href="https://pages.ebay.com/authenticity-guarantee/"&gt;https://pages.ebay.com/authenticity-guarantee/&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;Handbags &lt;/ul&gt; &lt;/li&gt;For buyers&nbsp;&lt;a

href="https://pages.ebay.com/authenticity-guarantee-handbags/"&gt;https://pages.ebay.com/authenticity-guarantee-handbags/&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;For sellers&nbsp;&lt;a

href="https://pages.ebay.com/authenticity-guarantee-handbags-seller/"&gt;https://pages.ebay.com/authenticity-guarantee-handbags-seller/&lt;/a&gt;&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;/li&gt;Authenticity Uploader&nbsp;&lt;a

href="https://ocswf.ebay.com/mudcwf?deptName=AuthenticityGuarantee"&gt;https://ocswf.ebay.com/mudcwf?deptName=AuthenticityGuarantee&lt;/a&gt;&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;/ul&gt; Eligibility&nbsp;for Authenticity Guarantee&nbsp;&lt;/ul&gt; &lt;/li&gt;See &lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1803&ViewLocale=en\_US#handbagelig"&gt;eligibility&lt;/a&gt; details for handbags.&lt;/li&gt; &lt;/ul&gt; &lt;a id="location" name="location"&gt;&lt;/a&gt;Location eligibility &lt;/ul&gt; &lt;/li&gt;See &lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1803&ViewLocale=en\_US#handbagloc"&gt;location eligibility&lt;/a&gt; for handbags.&lt;/li&gt; &lt;/ul&gt; Who is the authenticator? &lt;/ul&gt; &lt;/li&gt;The authenticator for handbags are a team of professionally trained

authenticators who specialize in the verification of the handbags authenticity.&lt;/li&gt; &lt;/li&gt;Every eligible handbag goes through a rigorous multi-point inspection process.&lt;/li&gt; &lt;/li&gt;Authenticators physically check the box condition, handbag construction, accessories, smell, and more.&lt;/li&gt; &lt;/li&gt;The authentication technicians will use advanced technical

equipment in a state-of-the-art facility to ensure eBay customers get the highest standard of service.&lt;/li&gt; &lt;/ul&gt; Where is the authenticator located? &lt;/ul&gt; &lt;/li&gt;For US AG transactions and exports, there are 3&nbsp;locations: &lt;/ul&gt; &lt;/li&gt;New Jersey: 65 Oxford Dr

Moonachie NJ 07074-1020&lt;/li&gt; &lt;/li&gt;Las Vegas: 2970 N Lamb North Las Vegas, NV 89115 &lt;/li&gt; &lt;/li&gt;Japan: 6-1-1 Heiwajima, Unit: AE2-7-3 Ota-ku, Tokyo 143-0006&lt;/li&gt;

</ul> </li> </li>Note: Addresses should not be disclosed to members but catchment areas can be confirmed</li> </ul> What locations</li>go to which hub? </ul> </li>Approved sellers in Japan will ship their items directly to the Japan Hub.</li> </li>For all other sellers, this is based on buyer address: </ul> </li>New Jersey: FL, NC, OH, SC, WI, DC, LA,</li>NJ, PA, IL, GA, TN, MI, IN, MA, AL, KY, MS, NY, VA, MD, CT, DE, RI, WV, NH, ME, VT, PR</li> </li>Las Vegas: AK, AZ, AK, CA, CO, HI, ID, IN, IA, KS, MN, MO, MT, NE, NV, NM, ND, OK, OR, SD, TX, UT, WA, WY and all other AG handbag imports</li> </ul> </li> </ul> How is the handbag processed when it arrives at the authenticator? </ul> </li>All inbound boxes are received by a professionally trained team who focus</li>on carefully removing the bag and collateral from the boxes. Ceramic blades are used to reduce the risk of damage to a bag.</li> </li>At this stage all handbags are put into a plastic bin and closed with a lid. This protects the bag from any damage in transit throughout the authentication process.</li> </li>All authenticators are trained in how to handle the bags. Each bag is transported in a plastic bin from point of inbound receiving to repackaging and outbound shipping.</li> </ul> How is the handbag handled during inspection? </ul> </li>The authenticators have been instructed to handle all bags with the utmost care.</li> </li>There is no excessive pulling on the material that could damage the stitching or overall structure. The working area is kept entirely clear of liquids at all times.</li> </li>Handbags remain in the plastic bin at Quality Control and authentication.</li> </li>Only one bag is inspected at a time to prevent errors with the accessories.</li> </li>After the authentication facility receives the handbag, the authenticator confirms the item and collateral materials are consistent with the listing title, description, and images.</li> </li>Then they will perform a multi-point authentication inspection.</li> </li>Finally, the handbag will receive a unique Authenticity Guarantee card and a security tag.</li> </ul> How is the handbag and collateral repackaged after inspection? </ul> </li>The authenticator inserts bubbles inside the handbags, if needed, and also outside of the bag so that its not moving around in the box when

shipped out.</li> </li>They also insert the bags in high quality dust bags, to ensure that they protect the exterior layer of the bags.</li> </li>Each bag is carefully packaged to maintain/conservethe quality of the bag. The bag will never be folded to fit inside the box.</li> </li>Seller promotional collateral remains with the bag through shipping. However, it is tucked away to present eBay Authenticity Guarantee collateral once the box is opened.</li> </li>Only seller collateral that could damage the bag in shipment is removed and noted.</li> </li>The following collateral is added: authenticity card and tag, dust bag, eBay box (designed to be crushproof).</li> </ul> How is the handbag processed when it is shipped out from the authenticator? </ul> </li>In addition to all added eBay Authenticity Guarantee collateral, the packers not only tightly package each bag but they inspect each box to ensure its durability during shipping.</li> </li>They push down on the top of each box to test the tape strength and often use double tape.</li> </ul> I dont agree with the authenticators decision! (handbags) </ul> </li>Each handbag and brand has unique markers that are checked to guarantee authenticity.</li> </li>The team of professionally trained authenticators carefully inspect each item to ensure it matches the listing and is in fact authentic.</li> </li>An item will be rejected if it does not match the listing or if the authenticator cannot say with full confidence that the bag is 100% authentic.</li> </ul> Is the Authenticity Guarantee program available for all conditions (new, pre-owned, customized, etc) of handbags? </ul> </li>New and pre-owned handbags are eligible.</li> </li>Customized handbags are allowed in the Authenticity Guarantee program since customizations by brand are very common. </ul> </li>If a bag has an aftermarket customization, or was customized by an owner, it will still go through the Authenticity Guarantee process with an additional check to address the customization.</li> </ul> </li> </ul> What happens if an ineligible item is sent through Authenticity Guarantee? </ul> </li>If the item is one that the authenticator is an expert on, the authenticator will complete a SNAD check but not authentication. The item will still be shipped to the buyer.</li> </li>If

the item is not one that the authenticator is an expert on, the authenticator will ship the item to the buyer without any checks. What happens if the handbag is damaged in transit or by the authenticator? In the unlikely event a handbag is damaged at the authentication hub or on the way to you, you will be requested to provide a repair estimate or quote for us to review for possible partial refund. Are handbags in the Authenticity Guarantee program subject to final sale? Handbags in a new condition are subject to final sale. Pre-owned handbags are not. See

<http://cskbapp/art?page=content&id=GUIDE1730> Authenticity Guarantee - General Program (GUIDE1730) for more on final sale.

BUYER QUESTIONS (HANDBAGS)

How is authentication confirmed to me? After the authentication facility receives the handbag, the authenticator first confirms the item and collateral materials are consistent with the listing title, description, and images. Then they will perform a multi-point authentication inspection. Finally, the handbag will receive a unique Authenticity Guarantee card and a security tag.

Does the standard of authentication change according to price point, condition, or brand? Each handbag and brand have different unique markers that the authenticators carefully inspect to ensure the bag is authentic. Regardless of brand, each handbag goes through a multi-point physical inspection to guarantee it is the real thing.

This item looks like it came directly from Japan - was it authenticated? (Japan Hub) Yes, we have authentication locations around the world. You can be assured if the item shows the Authenticity Guarantee badge, it has been authenticated by our experts before being sent to you.

This item is shipping from overseas and has a longer delivery time. Is it part of Authenticity Guarantee? (Japan Hub) We have authentication centers around the world. When purchasing your item, we try to provide the most accurate shipping details we can. If an item is

going through one of our global authentication centers, it may take a little longer to arrive, but the delivery dates will show in your checkout.

You can always check the status of your order by looking in your purchased history

How do taxes and fees work for items coming from Japan? (Japan Hub)

- If the item is \$2499 or less buyers will have the option to pay item price, shipping, and any applicable taxes/customs charges when checking out on eBay or the option to defer payment of import charges and duties until delivery.
- If you choose to defer payment of import charges and duties, you won't pay duties and tax during checkout on eBay.
- However, you may have to pay the carrier or customs directly for duties and tax prior to delivery.
- For items \$2500 or more you will pay for the item price, shipping, and any taxes/customs charges when checking out on eBay. These items will be shipped to the US to be authenticated.
- For additional security all items will require signature upon delivery.

Who is responsible for paying customs, duties and taxes? (Japan Hub)

- Buyers are responsible for paying customs, duties and taxes as required.
- If the item is \$2,499 or less you will have the option to pay item price, shipping, and any applicable taxes/customs charges when checking out on eBay or the option to defer payment of import charges and duties until delivery.
- If you choose to defer payment of import charges and duties, you won't pay duties and tax during checkout on eBay. However, you may have to pay the carrier or customs directly for duties and tax prior to delivery.
- For items \$2,500 or more you will pay for the item price, shipping, and any applicable taxes/customs charges when checking out on eBay.
- You will receive an invoice from the shipping carrier to pay any import charges and duties to set up delivery.

What happens if I don't pay my customs fees?

- As a buyer, it's your responsibility to check which customs and import charges may apply, and to pay them.
- If you have any questions concerning the payment of your customs fees, you can contact the shipping company through the email you received.

If I accept a PSNAD item, can I return it?

- If the buyer chooses to accept the item, they are still able to return it for SNAD



reasons (as long as it is in the same condition).

[SELLER QUESTIONS \(HANDBAGS\)](#) Can I offer combined shipping?

No, each authenticated handbag is put into a separate order for processing, so combined shipments are not eligible. Please ship all orders individually.

If I wrap my handbag hardware, will you remove it and rewrap it?

If the bag is in new condition, the authenticator won't remove the wrapping.

If the bag shows consistent signs of wear, the authenticator may unwrap it to ensure quality and condition matches the listing.

Why did my handbag fail the authenticity check?

For proprietary reasons, we are not able to go into great detail of the inspection. Markers of authenticity are generally considered trade secrets.

We cannot disclose the checks our authenticators performed but we can disclose that your handbag failed at least one of these checks.

Why are pre-owned handbags not subject to final sale but new handbag listings are?

The authenticators number one priority is to ensure authenticity of the item. Next in line would be the item check against the sellers listing. The authenticator does not have the history of a pre-owned handbag. All the materials they have to reference is the authenticity as well as the sellers listing.

There is not a standard that a buyer can identify with when it comes to pre-owned versus new, since they do not have the handbag in their own hands at the time of purchase.

They can know what to expect from a new, manufactured, standard, much better than a pre-owned.

See <http://cskbapp/art?page=content&id=GUIDE1730> Authenticity Guarantee - General Program (GUIDE1730) for more on final sale.

My handbag was denied/returned from the authenticator, and I received it back damaged. What can I do?

You will have 30 days from when the case is closed to open an appeal.

Once your appeal is received, you can expect a follow up from us within 72 hours.

There may be times where we will need to ask seller for photos and/or

have them get a repair quote <a id="teaquehan" name="teaquehan"></a>TEAMMATE QUESTIONS (HANDBAGS) What are some key terms I should know to describe handbags?

- See <a href="https://cskb.qa.ebay.com/library/EBAY/1730\_GUIDE/handbag%20anatomy.png" target="\_blank">Anatomy of a handbag</a> for some key terms when discussing parts of a handbag with members.

What information should I not provide the member regarding the authentication check for handbags?

- We should not provide the member the name of the authenticator.
- We should not provide every detail of the authentication process.
- We should not mention Bascom, Entrupy, or CodeBoxx.

Handbags PSNAD Automation <br> US handbag PSNADs are now managed in an automated process. Buyers receive the photos and descriptions of any discrepancies directly through their app or purchase history. <br> Buyers and sellers both receive an email and notification when a PSNAD is opened and once a decision has been made. There will also be on-purchase banners and notifications sent through the app as well.

- Buyers have 3 calendar days to accept or reject the PSNAD based on the information provided, up to a maximum of 10 calendar days with applicable holds.
- Both buyers and sellers also have options to contact customer support from the inspection details.

- Teammates may receive contacts from members asking for more information.
- PSNADs can be reviewed through order details where teammates have the option to take action for buyers by:

- Request additional information from the authenticator.
- Placing the claim on a 3 day hold extension for the buyer to make a decision or communicate with the seller.
- Accept or reject the PSNAD on behalf of the buyer.

</ul> </li> </ul> <br> <h2><a id="Verticaljewelry" name="Verticaljewelry"></a> JEWELRY</h2> THIS SECTION CONTAINS </ul> </li></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#genquejewelry](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#genquejewelry)>GENERAL QUESTIONS</a></li></ul></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#buyquejewelry](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#buyquejewelry)>BUYER QUESTIONS</a></li></ul></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#selquejewelry](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#selquejewelry)>SELLER QUESTIONS</a></li></ul></a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#teaquejewelry](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#teaquejewelry)>TEAMMATE QUESTIONS</a></li></ul></a>

[id="genquejewelry" name="genquejewelry">GENERAL QUESTIONS \(JEWELRY\)](#)

Useful links for members<br><ul><li>Authenticity Guarantee landing pages and other links<br>useful for<br>buyers and sellers:<ul><li>General Authenticity Program<br><a href="https://pages.ebay.com/authenticity-guarantee/">https://pages.ebay.com/authenticity-guarantee/</a></li><li>Jewelry<ul><li>For buyers<br><a href="https://pages.ebay.com/authenticity-guarantee-jewelry/">https://pages.ebay.com/authenticity-guarantee-jewelry/</a></li><li>For sellers<br><a href="https://pages.ebay.com/authenticity-guarantee-jewelry-seller/">https://pages.ebay.com/authenticity-guarantee-jewelry-seller/</a></li></ul><li>Authenticity Uploader<br><a href="https://ocswf.ebay.com/mudcwf?deptName=AuthenticityGuarantee">https://ocswf.ebay.com/mudcwf?deptName=AuthenticityGuarantee</a></li></ul><li>Eligibility<br>for Authenticity Guarantee (categories and items)<ul><li>See<br><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1803&ViewLocale=en\_US#jewelrylig">https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1803&ViewLocale=en\_US#jewelrylig</a></li></ul><li>for details on jewelry categories and items covered by Authenticity Guarantee.<br></li></ul></a>

[id="location" name="location">Location eligibility<ul><li>See<br><a href="https://ocswf.ebay.com/mudcwf?deptName=AuthenticityGuarantee">https://ocswf.ebay.com/mudcwf?deptName=AuthenticityGuarantee</a></li></ul></a>](#)

[href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#jewelryloc"](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#jewelryloc)>location eligibility</a>&nbsp;in Detailed Information.</li> </ul>

Who is the authenticator? </ul> </li>eBay is collaborating with&nbsp;the Gemological Institute of America (GIA)&nbsp;to provide this&nbsp;Authenticity Guarantee service.</li> </li>[IF MORE IS NEEDED] </ul> </li>&nbsp;GIA is the worlds foremost authority on diamonds, colored stones, and pearls and&nbsp;the leading source of knowledge, standards, and education in gems and jewelry.</li> </ul> </li> </ul> Where is the authenticator located? </ul> </li>The jewelry authenticator is located at: </ul> </li>5355 Armada Dr, Carlsbad, CA 92008</li> </ul> </li> </ul> What happens at the authenticator? </ul> </li>After the authentication facility receives the jewelry piece, the authenticator confirms the item is consistent with the listing title, description, and images.</li> </li>They then perform a multi-point inspection process to verify metal type, purity, and gemstone quality, among other characteristics as described.</li> </li>Finally, they will generate custom documentation attesting to the items authenticity, carefully package the jewelry piece before shipping it to the buyer via secure, expedited delivery.</li> </ul> </ul> </li>The authenticator first confirms the item and collateral materials are consistent with the listing title, description, and images.</li> </li>They then&nbsp;will perform a multi-point authentication inspection.</li> </li>Once verified authentic, the jewelry item will receive&nbsp;a unique Authenticity Guarantee card filled with detailed information about the item.&nbsp;</li> </ul>

What is the difference between the verification that GIA is doing, authentication and appraisals? </ul> </li>GIA has partnered with eBay to help verify that the information the seller provides&nbsp;in their listing matches the item the buyer&nbsp;receives.</li> </li>The authentication process is&nbsp;not appraising or grading the stone. </ul> </li>An appraisal assigns a value based on current market conditions and the quality of the jewelry.</li> </ul> </li> </li>GIA is verifying the information that the seller provided&nbsp;is accurate and falls within their guidelines.</li> </li>More information on this can be found in the

## Authenticity Guarantee for Jewelry

<https://pages.ebay.com/authenticity-guarantee-jewelry/disclaimer/>>disclaimer</a>.</li>

</li> </ul> Is there an authentication card and Authenticity Guarantee packaging? </ul>

</li>Yes, all verified items come in

<https://cskb-author.vip.ebay.com/library/EBAY/GUIDE1730/packaging1.png>

target="\_blank">Authenticity Guarantee packaging</a> and with an eTag

card providing more information about the items authenticity.</li> </ul> if an item of

jewelry has eligible and ineligible aspects would it be authenticated? </ul>

</li>An item with ineligible aspects would not be eligible for Authenticity Guarantee

for Jewelry.</li> </li>If the item slips through to the authentication process and

is found to have ineligible aspects, it will be treated as SNAD.</li>

</ul> Is the jewelry cleaned before being sent to the buyer? </ul>

</li>No, the authenticator will not be cleaning the jewelry.</li> </ul> What stones

and metals are authenticated and what are excluded? </ul> </li>See

</a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#detjewelry)

[en\\_US#detjewelry](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#detjewelry)>Detailed Information</a> for eligibility details.</li> </ul>

Is the Authenticity Guarantee program available for all conditions (new, pre-owned, customized, etc)

of jewelry? </ul> </li>New and pre-owned items of jewelry are eligible as long as the item

has not been customized.</li> </ul> What happens if a customized or an ineligible

item is sent through Authenticity Guarantee? </ul> </li>If a customized, unbranded

jewelry item gets to the authenticator it will be examined in the usual way. If it matches the listing

description, it will be sent to the buyer with an eTag card indicating it is customized.</li>

</li>If an ineligible item is sent but is one that the authenticator is an expert on, the

authenticator will complete a SNAD check but not authentication. The item will still be shipped to the

buyer.</li> </li>If the item is not one that the authenticator is an expert on, the authenticator

will ship the item to the buyer without any checks. What happens if the item of jewelry is damaged in transit or by the authenticator? In the unlikely event the jewelry is damaged at the authentication hub or on the way to you, you will be requested to provide a repair estimate or quote for us to review for possible partial refund. Are jewelry items in the Authenticity Guarantee program subject to final sale? Jewelry items a new or pre-owned condition are not subject to final sale. See

<http://cskbapp/art?page=content&id=GUIDE1730> Authenticity Guarantee - General Program (GUIDE1730) for more on final sale.

[BUYER QUESTIONS \(JEWELRY\)](#) Will I receive the original packaging with my purchase? If the seller has included original packaging as described in the listing, all components will be sent to you. Why can't I message the seller after I purchase my jewelry piece? Messaging capability is turned off at the point of purchase to protect the integrity of the process. At this time, your jewelry piece will route to the authentication facility, and all tracking information and notifications are available on the eBay platform. I received a certificate from another authenticator in my package and it doesn't match the information that was provided by GIA? Why don't these documents match? We include any additional documentation that the seller has provided to us in your shipment. However, GIA is not authenticating or appraising the jewelry that is sent. They are verifying the information the seller provided in the listing within tolerances, but they are not certifying or verifying information provided by other companies. What do you mean by 'tolerances'? Does it mean my stone might not be exactly what the listing says? Authenticity Guarantee for jewelry and loose stones is limited to a review of claims regarding item quality and characteristics listed by the seller. These claims are assessed within defined ranges and tolerances. Reports, certificates, and appraisals included in listings are not

verified under the Authenticity Guarantee service and will not be validated.

For mounted jewelry, our authenticator GIA is reviewing stones within their settings. Settings may hide minor aspects of the stone that the authenticator may not be able to see as they would with a loose stone.

These are considered tolerances and GIA can confirm that the item you receive falls within the tolerances listed for that aspect of the jewelry.

You can find more information about the tolerances in the Authenticity Guarantee for Jewelry

<https://pages.ebay.com/authenticity-guarantee-jewelry/disclaimer/>

Examples of tolerance:

- A listing states a diamond is 1 carat (ct). GIA will confirm that it is 1ct (within the tolerance allowed)
- A tolerance of +/-10% is allowed, because this diamond is above 0.40ct per stone
- A listing states a diamond is .30ct per stone
- A tolerance of +/-25% is allowed, because this diamond is less than 0.40ct per stone

You can find more information about the tolerances in the Authenticity Guarantee for loose stones specifically under the mounted jewelry section in the <https://pages.ebay.com/authenticity-guarantee-jewelry/disclaimer/>

Examples of tolerance for loose diamonds:

- A listing states a diamond is 1 carat (ct). GIA will confirm that it is 1ct (within the tolerance allowed)
- A tolerance of +/- .005 is allowed
- A tolerance of .005 weight stated will be PSNAD

If that is the case, I want GIA to remove the stone before they review my item.

The Authenticity Guarantee for Jewelry program doesn't involve the removal of the stone from its setting.

We will compare the jewelry item that is received to ensure the item matches what you expect to receive based on the information the seller provided in the listing.

Can I return jewelry items purchased with Authenticity Guarantee?

You can return an item for any

reason if the seller accepts returns, as stated in the listing, and the return is requested within the seller's return window. In the unlikely event that you receive an item that is not consistent with the listing, and the seller does not accept returns then the item will be eligible for a return as long as the return is requested within the eBay Money Back Guarantee time frames.

[selquejewelry](https://selquejewelry.com/selquejewelry) SELLER QUESTIONS (JEWELRY) How do I ensure my listing will be eligible for Authenticity Guarantee?

- Make sure you accurately describe and photograph your item and follow steps 1-3 below.
- Meet the eligibility requirements:
  - See [https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#jewelrylig](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#jewelrylig) for jewelry categories and items.
  - Select the appropriate Item Condition when you list your jewelry item:
    - New with tag:
      - A brand-new, unused item in the original packaging (such as the original packaging/dust bag).
      - New without tags:
        - A brand-new, unused item that is not in original packaging or may be missing original packaging materials. For example, a new jewelry item (with absolutely no signs of wear) no longer in the original packaging/dust bag falls into this category.
        - Pre-owned:
          - An item that has been used, worn, or showing signs of wear. The item may be missing the original packaging materials or accessories. Include full details and description of any imperfections in your listing.
          - Accurately describe your item in detail and take as many photographs as needed.
          - Ensure that you capture any defects, including tears in the box and any anomalies on the jewelry item, etc.
          - If using stock images or screenshots, they must include original accessories.
          - If taking your photos, everything pictured will be assumed as included.
          - Accurate documentation and photographs will ensure your item can flow through the authentication process smoothly.

Why are my items showing the Authenticity Guarantee logo



when they should not qualify? (Branded but not eligible brand, etc) <ul> <li>Eligibility is determined using the following aspects: Category, price, brand, customized, main stone and secondary stones, metal and metal purity.</li> <li>Within each aspect we may have specific eligibility guidelines.</li> </ul> My jewelry is listed as branded. Why is it still showing as eligible? (Not eligible brand) <ul> <li>A jewelry item with a brand that is not currently eligible may still qualify for authentication under our unbranded guidelines within our partnership with GIA.</li> </ul> I don't know if my stone is natural or lab created. Should I just put unknown? <ul> <li>If you are unsure, we would suggest leaving this field blank.</li> </ul> What if I list my jewelry item for \$500 and accept a Best Offer below \$500. Will it be eligible for Authenticity Guarantee? <ul> <li>Yes. Your item will be eligible for Authenticity Guarantee and sent to the authenticator for inspection.</li> <li>Items with a Buy It Now price of \$500 or more with either auction format or Best Offer are also eligible.</li> </ul> Are seller promotional items included in the repackaging? <ul> <li>Seller promotional collateral remains with the jewelry through shipping as long as the item's size and weight do not cause the package to exceed our Authenticity Guarantee Packaging.</li> <li>Additional seller collateral that impacts the size or weight of the total package may not be included in the repackaging.</li> <li>Additionally, seller collateral that may damage the jewelry item in shipment will be removed.</li> </ul> Can I offer combined shipping? <ul> <li>Authenticity Guarantee items will not be eligible for combined shipping promotions since each authenticated item is put into a separate order for processing.</li> <li>Please ship all orders individually.</li> </ul> What should I include/not include in my shipment to the authentication facility? <ul> <li>You can include seller promotional materials, but please do not include seller branded jewelry pouches.</li> <li>Original jewelry packaging should be included if it is part of the item listing.</li> </ul> What will happen if I send an off-brand or not authentic item with the jewelry item? <ul> <li>We will not send off-brand or counterfeit item(s) to a buyer, even if it was described in your listing

description.

- We will only send back off-brand item(s) if you provide a return label.
- Off-brand items are accessories or collateral items that do not match or belong to the jewelry brand.

Why are jewelry items not subject to final sale when watches are?

- While final sale is offered in other categories, it is not offered in jewelry.

<http://cskbapp/art?page=content&id=GUIDE1730> Authenticity Guarantee - General Program (GUIDE1730) for more on final sale.

- My jewelry was denied/returned from the authenticator, and I received it back damaged. What can I do?
- You will have 30 days from when the case is closed to open an appeal.
- Once your appeal is received, you can expect a follow up from us within 72 hours.

There may be times where we will need to ask seller for photos and/or have them get a repair quote

TEAMMATE QUESTIONS (JEWELRY) What are some important terms to know when discussing jewelry with members?

- See Detailed Information for:
- A [visual guide](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#jjewelryvisuals) to key terms used in jewelry items.

A glossary of terms explaining key words used when discussing jewelry.

- What is the Authenticator looking for when considering SNAD and PSNAD?
- For metals, the Authenticator will look at:
  - Metal type (yellow gold, white gold, platinum, sterling silver, etc.)
  - Metal purity (14k gold, 22k gold, .925 silver, etc.)
  - Item size
  - Stamps or hallmarks
  - Item type
- For gemstones, the Authenticator will look at:
  - Cut grade (main stone/side stone only and diamond only)
  - Color grade (main stone and side stone

only)</li> <li>Color intensity</li> <li>Clarity grade</li> <li>Stone shape (examples include round, square, oval)</li> <li>Stone color</li> <li>Treatment</li> <li>Stone creation (natural vs. lab grown)</li> <li>Radiation testing</li> <li>Stone type</li> <li>Total carat weight</li> <li>Total number of stones</li> </ul> </li> </ul> How are PSNADS defined in jewelry? <ul> <li>A PSNAD (potential SNAD) occurs when there is a minor difference or detail of the item which was not stated in the listing.</li> <li>See Detailed Information for the< a

<ul> <li>These will be reviewed and treated as PSNAD if not as described in the listing.</li> <li>We will contact the buyer to see if they still want the item.</li></ul> Are there any consequences for a seller found to be consistently 'underdelivering' in metal or stone quality? <ul> <li>We will be evaluating these sellers and working with our risk teams to evaluate any potential consequences.</li> </ul> Will we notify sellers that they 'over delivered'? <ul> <li>Over delivery is when an aspect of an item is found to be of a higher grade than the listing indicated.</li> <li>We will not be notifying sellers in these instances.</li></ul> <ul> <li>Internal information: <ul> <li>We have carefully established over delivery definitions to help ensure satisfaction is not impacted in a negative way.</li> <li>We continue to monitor our definitions and will adjust if needed.</li></ul> </li> </ul> What is the threshold for using manual labels in jewelry? <ul> <li>Labels are auto-generated for jewelry returns of less than \$1,000.</li> <li>Items above \$1,000 require GCX involvement.</li></ul>

## GUIDE.DETAILED\_INFORMATION

<ul> <li><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1803&ViewLocale=en\_US#tp\_gen" &watch vertical=""></li></ul> <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1803&ViewLocale=en\_US#detwat">Watches</a> <ul> <li>Eligibility</li> <li>Location eligibility</li></ul> <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1803&ViewLocale=en\_US#tp\_gen" &watch vertical=""></li></ul> </li> </ul> <li><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1803&ViewLocale=en\_US#dethan">Handbags</a> <ul> <li>Eligibility</li> <li>Location eligibility</li></ul>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1803&ViewLocale=en\\_US#detjewelry](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1803&ViewLocale=en_US#detjewelry)>Jewelry</a> <ul> <li>Eligibility</li> <li>Location eligibility</li> <li>Anatomy of jewelry items</li> <li>Glossary of useful terms</li> <li>Potential SNADs</li> </ul> </li> </ul> <a id="detwat" name="detwat"><br> Detailed information: watches <a id="watchelig" name="watchelig"></a>Eligibility for Authenticity Guarantee (watches) <ul> <li>Watch brands in the wrist watches category sold for \$2,000 and over are eligible for the Authenticity Guarantee program.</li> <li>Watch brands in the wrist watches category sold for \$500 to \$1,999.99 are eligible for the Authenticity Guarantee program for a fee of \$80 (plus applicable taxes applied at checkout).</li> <li>Smart watches, watch parts and accessories, and customized watches are not eligible for the program.  </ul> <li>Customized is defined as original brand parts that have been replaced with non-brand parts or parts not original to the model or era, or components that are modified from the original design. </li> <li>A common example of customized is aftermarket diamonds that have been added to the bezel or dial.</li> <li>A bracelet, strap or crystal replacement that is not from the brand is aftermarket. Aftermarket bands, straps, diamonds, gemstones or crystal would be classified as customized and, therefore, need to have the customized item-specific attribute selected within the listing. </li> </ul> </li> </ul> <li>All top brands and models in the wrist watches category (L3: 31387) including (but not limited to) a Buy It Now price of at least \$2,000 (even if a lower offer is accepted), or,</li> <li>Auction listings with a starting price (or reserve price) of at least \$2,000.<br> .</li> </ul> <a id="watchloc" name="watchloc"></a>Location eligibility (watches) <ul> <li>We have opened inventory for sellers across the globe to take advantage of the protections through the Authenticity Guarantee program.</li> <li>Imports: <ul> <li>Select sellers from Japan are eligible to list a watch through Authenticity Guarantee as long as all other item eligibility requirements are met:</li> </ul> </li> <li>Exports: <ul> <li>Buyers in

Australia are eligible to purchase a watch from a US seller through the Authenticity Guarantee program.

Post transaction - Add on authentication service fee refund policy

Use case description	Item refund decision	Service fee refund policy	Comments
SNAD Returns - Authenticator initiated	Authenticator initiated counterfeit or SNAD returns (i.e. Not Authentic or Not as described)	Item returned to seller. Buyer refunded the full item price (+ shipping).	Full refund of service fee + taxes
Complete refund since buyer did not receive an item.	SNAD Returns - Authenticator initiated	Use case based on new authentication status	Authentication status: Cannot be determined
NOTE: This status is NOT LIVE YET.	It is a feature improvement that is in progress.	Item price + shipping? refunded to buyer	Item shipped back to seller; Seller does not get dinged (standards).
Full refund of service fee + taxes	Same as authenticator initiated SNAD	Item shipped back to seller; Seller does not get dinged (standards).	SNAD Returns - Buyer initiated
Buyer initiated SNAD return that has been approved after inspection of the returned item by the authenticator	Item returned to seller. Buyer refunded the full item price (+ shipping).	Full refund of service fee + taxes	Complete refund since buyer did not receive an item.
SNAD Returns - Buyer initiated	Buyer initiated SNAD return that has been rejected after inspection of the returned item by the authenticator	No refund of item price. Item shipped back to buyer.	No refund of service fee
Remorse Returns - Buyer initiated	Buyer initiated REMORSE		

[illegible]

<td>Buyer wins INR</td> <td>Full refund of item price (+ shipping)</td>  
<td>Full refund of service fee + taxes</td> <td>Complete refund since buyer did not  
receive an item</td> </tr> </tr> <td>INR - Partial</td> <td>Partial  
quantity INR</td> <td> </td> <td>Pro-rate refund service fee +  
taxes</td> <td> </td> </tr> </tr> <td>Exceptions - eBay manual  
refund by GCX </td> <td>Partial eBay refund (single or Multi quantity) - usually done by  
GCX using the manual exceptions flows. </td> <td> </td> <td>No refund of  
service fee </td> <td>Buyer has received AG service on a valid transaction; no refund  
since this is not a proper return.</td> </tr> </tr> <td>Special cases (AG specific  
use cases):   Customized/ Miscategorized </td> <td> Authenticator identifies  
Customized or Miscategorized items identified at the warehouse and sends to the buyer (forward  
leg) </td> <td> No return or refund.  Item sent to buyer with message indicating that  
item is customized or miscategorized.  </td> <td> Full refund of service fee + taxes  
  No item price refund </td> <td> Customized and Miscategorized items are not  
technically covered by AG program.   </td> </tr> </tr> <td>Special cases  
(AG specific use cases):   Authentication bypass </td> <td> </td>  
<td> </td> <td> Full refund of service fee + taxes   No item price refund  
</td> <td> </td> <td> </td> </tr> </tr> <td> </td> <td> </td>  
<td> </td> <td> </td> <td> </td> <td> </td>  
<td> </td> </tr> </tr> <td>Cancellation</td> <td>Seller  
Initiated Cancellation due to Something wrong with address</td> <td> </td>  
<td>Refund of Service fee + Taxes</td> <td>Can't be sure if seller is reporting the  
correct reason</td> </tr> </tr> <td>Cancellation</td> <td>Seller Initiated  
cancellation due to UPI (Buyer hasn't paid)</td> <td> </td> <td>No  
refund</td> <td> No payment, nothing to refund</td> </tr> </tr>  
<td>Cancellation</td> <td>Seller Initiated cancellation due to Buyer requested



cancel

Refund Service fee + Taxes
Cannot currently validate that the buyer actually requested this.
Cancellation
Buyer initiated cancellation
Refund Service fee + Taxes
Buyer can only request cancellation within the first hour; only the seller can confirm cancellation?
Seller Initiated Cancellation due to Stockout
Refund of Service fee + Taxes
Complete refund to buyer.
Disputes
Disputes for Authentication fee - Full amount
Handle similar to current AG disputes (seller evidence + Authenticator evidence). Evidence should also include the breakdown of the service fee. This is a manual process.
Disputes - Partial amount
Pro-rate all line items

Detailed information: handbags

Eligibility for Authenticity Guarantee (handbags)

Handbags, wallets and accessories listed in the following categories:

- Women's Bags & Handbags
- Women's Accessories & Handbag Accessories
- Women's and Men's Accessories & Organizers & Day Planners
- Men's Accessories & Bags
- Women's & Men's Accessories & Wallets
- Women's & Men's Accessories & Belts
- Women's and Men's Accessories & Key Chains, Rings & Finders
- Women's and Men's Accessories & ID & Document Holders
- Women's and Men's Accessories & Hats

</li> </li>And sold for \$500 and over are eligible for Authenticity Guarantee. </ul>  
</li>This is for new and pre-owned items</li> </ul> </li> </li>Auction items are  
also included in the service if the item sold is one of the eligible brands and sells above  
\$500.</li> </ul> These brands of handbags, men's bags, wallets, belts, handbag  
accessories, hats, ID and document holders, organizers and day planners, and key chains, rings  
and finders are eligible for Authenticity Guarantee: </ul> </li>Alexander McQueen</li>  
</li>Balenciaga<em>buh-len-see-aa-guh</em></li> </li>Bottega  
Veneta<em>buh-tei-guh vuh-nei-tuh</em></li> </li>Burberry</li>  
</li>Bulgari / Bulgari<em>bull-gary</em></li>  
</li>Celine<em>suh-leen</em></li>  
</li>Chanel<em>shuh-nel</em></li>  
</li>Chloe<em>klow-ee</em></li> </li>Christian Louboutin  
<em>ris-chi-an loo-boo-tan</em></li> </li>Delvaux</li>  
</li>Dior</li> </li>Dolce & Gabbana</li> </li>Fendi</li>  
</li>Givenchy<em>zhee-vaan-shee</em></li> </li>Goyard</li>  
</li>Gucci<em>goo-chee</em></li> </li>Henri Bendel</li>  
</li>Hermes A<em>ir-mez</em></li> </li>Jil Sander</li> </li>Jimmy  
Choo</li> </li>Judith Leiber</li>  
</li>Lanvin<em>lahn-vahn</em></li> </li>Loewe</li>  
</li>Louis Vuitton<em>loo-ee vuh-tahn</em></li> </li>Mark  
Cross</li> </li>Marni<em>maa-nee</em></li> </li>MCM</li>  
</li>Miu Miu<em>mew-mew</em></li> </li>Mulberry</li>  
</li>Off-white</li> </li>Prada</li> </li>Proenza  
Schouler<em>Pro-en-za Skoo-ler</em></li> </li>Saint  
Laurent<em>saan law-raant</em></li> </li>Salvatore Ferragamo</li>  
</li>Stella McCartney</li> </li>Tom Ford</li> </li>The Row</li>

<li>Valentino</li></ul>

<li>Versace</li></ul> <a id="handbagloc"

name="handbagloc">Location eligibility (handbags) </ul> <li>Only items

purchased on eBay.com for U.S. purchasers are eligible for Authenticity Guarantee.</li>

<li>Items that are listed on eBay.com but located outside the U.S. for delivery will not be eligible

through the Authenticity Guarantee program, with the exception of Japan. </ul> <li>We

have invited our top 10 B2C sellers in Japan to begin selling inventory through our US Authenticity

Guarantee program.</li> </ul> <li>We will look to add imports and exports to

the Authenticity Guarantee Handbags program and will communicate effectively.</li>

<li>Unincorporated territories such as Puerto Rico, the U.S. Virgin Islands as well as armed

forces postal locations are not currently eligible for Authenticity Guarantee.</li> </ul>

    <a id="detjewelry" name="detjewelry"><br> Detailed information:

jewelry <a id="jewelrylig" name="jewelrylig">Eligibility&nbsp;for Authenticity

Guarantee (jewelry) To be eligible for Authenticity Guarantee jewelry must be: </ul>

<li>From one of the following brands: (Cartier, Tiffany & Co, David Yurman, Van Cleef

& Arpels, Bvlgari, Roberto Coin, LeVian, John Hardy, Judith Ripka, Hearts on Fire, Tacori,

Chopard, Chanel, or Pomellato, Scott Kay, Verragio, Simon G.,&nbsp;Effy, Mikimoto, Mastoloni,

Vera Wang, Hermes, or Lagos)&nbsp;) or unbranded (no attributable designer, brand, or

logo)</li> <li>Loose diamonds \$500+ listed in the Loose Diamonds category</li>

<li>Listed at \$500 or more, or sold in an auction for \$500 or more </ul> <li>If the Buy It

Now price is \$500 or more but you sell for a best offer or auction price of less than \$500, it will still

be eligible for authentication</li> <li>Note: From&nbsp;10 October, 2023,

selected&nbsp;B2C sellers in India have begun&nbsp;selling inventory through the&nbsp;US

Authenticity Guarantee program. These items&nbsp;have an item price max

of&nbsp;\$2500</li> </ul> <li>Listed in any Jewelry category except: Loose

Gemstones, Jewelry Care, Mixed Lots, Loose Beads or Watches (watches may be eligible for

Authenticity Guaranteed for Watches)</li> </li>Contain at least one component from each of the following criteria: <ul> </li></li>A fine metal: Sterling silver (925+), gold (10K+), palladium (500+) or platinum (850+) <ul> </li></li>For plated metal, base metal composition must be fine as listed above</li> </ul> </li> </li></li>If it has a main/side gemstone (0.20ctw or more/per stone) it must be one of the following <ul> </li></li>Andalusite</li> </li></li>Apatite</li> </li></li>Aquamarine</li> </li></li>Cat's-eye Chrysoberyl</li> </li></li>Coral</li> </li></li>Cryptocrystalline Quartz (Chalcedony, Jasper, Agate, etc.)</li> </li></li>Diamond</li> </li></li>Diopside</li> </li></li>Emerald</li> </li></li>Fluorite</li> </li></li>Garnet</li> </li></li>Hematite</li> </li></li>Iolite</li> </li></li>Kyanite</li> </li></li>Labradorite</li> </li></li>Lapis</li> </li></li>Larimar</li> </li></li>Malachite</li> </li></li>Moissanite</li> </li></li>Moonstone</li> </li></li>Morganite</li> </li></li>Mother of Pearl/Shell</li> </li></li>Opal</li> </li></li>Pearl</li> </li></li>Peridot</li> </li></li>Quartz (all varieties)</li> </li></li>Rhodochrosite</li> </li></li>Rhodonite</li> </li></li>Ruby</li> </li></li>Sapphire</li> </li></li>Sodalite</li> </li></li>Spene</li> </li></li>Spinel</li> </li></li>Spodumene/Kunzite</li> </li></li>Tanzanite</li> </li></li>Topaz</li> </li></li>Tourmaline</li> </li></li>Zircon</li> </li></li></ul> </li> </li></li>If it has a secondary/melee stone (less than 0.20ctw/per stone), it can be any stone except for the following ineligible stones: <ul> </li></li>Amber</li> </li></li>Jade</li> </li></li>Turquoise</li> </li></li></ul> </li> </li></li>Jewelry must be sold on ebay.com by a seller located in the continental US, to a buyer located in the continental US to be eligible. Jewelry shipped to addresses outside of the U.S. (including unincorporated territories and armed forces postal locations) will not be covered by the program. Listings where the delivery is local pickup, in-store pickup, or being shipped to a PO box, will also not be eligible</li> </li></li>Exception: As of 10 October, 2023, the following&nbsp;sellers based in&nbsp;India&nbsp;are eligible for the Authenticity Guarantee

[illegible]

target="\_blank"&gt;Metal types, finishes, purity and stamping&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a  
href="https://cskb-author.vip.ebay.com/library/EBAY/GUIDE1730/jewelry2.png"

target="\_blank"&gt;Anatomy of a ring&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a  
href="https://cskb-author.vip.ebay.com/library/EBAY/GUIDE1730/jewelry3.png"

target="\_blank"&gt;Anatomy of a necklace&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a  
href="https://cskb-author.vip.ebay.com/library/EBAY/GUIDE1730/jewelry4.png"

target="\_blank"&gt;Anatomy of a bracelet&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a  
href="https://cskb-author.vip.ebay.com/library/EBAY/GUIDE1730/jewelry5.png"

target="\_blank"&gt;Anatomy of an earring&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a  
href="https://cskb-author.vip.ebay.com/library/EBAY/GUIDE1730/jewelry6.png"

target="\_blank"&gt;Anatomy of a diamond&lt;/a&gt;&lt;/li&gt; &lt;/ul&gt; &lt;/a id="jewelryterms"  
name="jewelryterms"&gt;&lt;/a&gt;Some key terms in jewelry &lt;table border="1" cellpadding="1"  
cellspacing="1"&gt; &lt;tbody&gt; &lt;tr&gt; &lt;td&gt;Gemstones (Main stone or secondary  
stone)&nbsp;&lt;/td&gt; &lt;td&gt;Cut grade (main stone only and diamond only) &lt;/ul&gt;  
&lt;/li&gt;Cut is one of the 4Cs when it comes to diamonds&lt;/li&gt; &lt;/li&gt;Grading Diamond Cut  
Grades range from Excellent, Very Good, Good, Fair, or Poor&lt;/li&gt; &lt;/ul&gt;  
https://www.gemsociety.org/article/gias-new-diamond-cut-grading-system/&nbsp;&lt;br&gt; &lt;br&gt;  
Color grade (main stone only and colorless diamond only) &lt;/ul&gt; &lt;/li&gt;Color is one of the 4Cs  
when it comes to diamond&lt;/li&gt; &lt;/li&gt;Grading colors range from D (colorless) to Z  
(light)&lt;/li&gt; &lt;/ul&gt; https://www.gia.edu/gia-about/4cs-color&lt;br&gt; &lt;br&gt; Clarity grade  
&lt;/ul&gt; &lt;/li&gt;Flawless (F), Internally Flawless (IF), Very, Very Slightly Included (VVS1, VVS2),  
Very Slightly Included (VS1, VS2), Slightly Included (S1, S2), Included (I1, I2, I3)&lt;/li&gt; &lt;/ul&gt;  
https://4cs.gia.edu/en-us/diamond-clarity/&lt;br&gt; &lt;br&gt; Carat weight &lt;/ul&gt; &lt;/li&gt;Rarity  
means larger diamonds of same quality are worth more per carat&lt;/li&gt; &lt;/ul&gt; &lt;br&gt; Other  
considerations:&lt;br&gt; &lt;br&gt; Stone Creation &lt;/ul&gt; &lt;/li&gt;Natural vs. Lab Grown&lt;/li&gt;  
&lt;/ul&gt; &lt;br&gt; Stone Shape &lt;/ul&gt; &lt;/li&gt;Examples include round, square,

oval)&nbsp;&lt;/li&gt; &lt;/ul&gt; Treatment &lt;ul&gt; &lt;/li&gt;Typically done to change the appearance of the stone)&nbsp;&lt;/li&gt; &lt;/ul&gt; <https://www.gia.edu/gem-treatment>&lt;/td&gt;  
&lt;/tr&gt; &lt;tr&gt; &lt;td&gt;Metals&lt;/td&gt; &lt;td&gt;Metal Type &lt;ul&gt; &lt;/li&gt;(Yellow Gold, White Gold, Platinum, Sterling Silver, etc.)&lt;/li&gt; &lt;/ul&gt; Metal Purity &lt;ul&gt; &lt;/li&gt;14k gold, 22k gold, .925 silver, etc.&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;Antique&lt;/td&gt; &lt;td&gt;Whether the product is 100 years of age or older&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;Band Width&lt;/td&gt; &lt;td&gt;Measurement of the shortest side of the band and not the same side as the band length, measured in millimeters (mm)&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;Base Metal&lt;/td&gt; &lt;td&gt;Type of non-precious metal the product is made of that another metal may be plated or layered on top of&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;Body Area&lt;/td&gt; &lt;td&gt;Section of the body the product is intended to be worn or used on&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;Brand&lt;/td&gt; &lt;td&gt;Name of the brand, designer, or artist that produces the product. This may be the same or different from the manufacturer&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;&lt;br&gt; California Prop 65 Warning&lt;/td&gt; &lt;td&gt;California proposition 65 requires businesses to provide warnings to Californians about significant exposure to chemicals that cause cancer, birth defects, or other reproductive harm. Add details about the warning you want to show California buyers. We'll add a warning symbol and the word 'warning:' before the description you enter here, and we'll add 'for more information go to [www.p65warnings.ca.gov](http://www.p65warnings.ca.gov)' following your description&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;Certification&lt;/td&gt; &lt;td&gt;Name of the third-party certification service company that verifies the characteristics and quality of the product&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;Chain Type&lt;/td&gt; &lt;td&gt;Distinct design appearance of the chain links of the product&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;Charm Type&lt;/td&gt; &lt;td&gt;Type of charm, characterized by charm bracelet style the product is compatible with&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;&lt;br&gt; Closure&lt;/td&gt; &lt;td&gt;Type of closing mechanism the product uses&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;Color&lt;/td&gt; &lt;td&gt;Main color of the product itself. If the product is made of metal, enter the general color of

the product and then select the type of metal in the "Metal" Item Specific. If the product has multiple colors, enter the main or most dominant color in the open field first and then add the additional colors, separating the colors by a comma. If the product has multiple colors with no dominant colors, select Multicolor. This doesn't include the product's packaging

Colored Diamond Intensity	Gemological Institute of America (GIA) standard of classification level of saturation and tone of color of the gemstone	Country of Origin	Geographic location where the product was originally sourced	Country/Region of Manufacture	Geographic location where the product is manufactured. This doesn't include where the individual components are manufactured nor the country where the product is sold from	Customized	Whether the product has been or can be custom made	Cut Grade	Type of physical condition the cut of the gemstone is in, characterized by condition type	Department	Gender and/or age grouping characterized by the category	Diamond Clarity Grade	Type of grading system used to determine the rating of internal and external characteristics that contribute to the appearance of the diamond	Diamond Color Grade	Gemological Institute of America (GIA) standard of grading system used to measure the degree of colorlessness of the diamond from lowest to highest quality, characterized by a capital letter	Ear Area	Location, placement or area of the ear the product is best suited for	Era	Time period the product is from or is attempting to emulate	Ethnic & Regional Style	Distinct design appearance of the product that is characteristic of a particular region or people.	Features	Secondary attributes or functions that are not essential to the main function of the product
---------------------------	-------------------------------------------------------------------------------------------------------------------------	-------------------	--------------------------------------------------------------	-------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------	----------------------------------------------------	-----------	-------------------------------------------------------------------------------------------	------------	----------------------------------------------------------	-----------------------	-----------------------------------------------------------------------------------------------------------------------------------------------	---------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------	-----------------------------------------------------------------------	-----	-------------------------------------------------------------	-------------------------	----------------------------------------------------------------------------------------------------	----------	----------------------------------------------------------------------------------------------



Gauge	Measured distance from end to end through the center of the wire
Gemstone Clarity Grade	Type of grading system used to determine the level of clarity of the gemstone
Handmade	Whether the product is made by hand or by a hand process
Item Diameter	Measured distance of the product from end to end through the center of the product, can be the same as the width of the product.
Item Length	Measured length of the product when placed in its upright position, measured from the left side of the product to the right side
Jewelry Department	Product grouping characterized by fineness and quality of materials used
MPN	Manufacturer Part Number (MPN) is a product identifier given by the manufacturer, can be the same as the model number, part number, or style code. Characterized by a combination of numbers, letters, and/or symbol
Main Stone	Most prominent gemstone the product has. If the product has multiple stones or no clear main stone, select the gemstone with the most number of stones or most valuable stone.
Main Stone Color	Main color of the product's main stone. If the product's main stone has multiple colors, enter the main or most dominant color in the open field first and then add the additional colors, separating the colors by a comma. If the product has multiple colors with no dominant colors, select Multicolor. This doesn't include the product's packaging
Main Stone Creation	Type of process or method used to create the gemstone.
Main Stone Depth	Measured depth of the main stone of the product when placed in its upright position, measured from the front of the product to the back
Main Stone Length	Measured length of the main stone of the product when placed in its upright position, measured from the left side of the product to the right side.

	Main Stone Shape	Shape or form of the main stone of the product
	Main Stone Treatment	Type of process that improves or alters the appearance, durability, or value of a gemstone. This does not include cutting or polishing
	Main Stone Width	Measure of the shortest horizontal side of the main stone of the product from end to end, not the same side as the item length or item height
	Material	Main or most used material of the product itself, does not include the products packaging
	Metal	Main or mostly used metal the product is made of
	Metal Purity	Weight of fine metal present in proportion to total metal weight, including other alloys
	Number of Diamonds	Total number of diamonds the product has or can support
	Number of Gemstones	Total number of gemstones the product has or can support
	Occasion	Occasion or celebration the product is affiliated with
	Original/Reproduction	Whether the product is an original or a reproduction of a period or style
	Pendant/Locket Type	Specific type of pendant or locket that is being sold in the product listing
	Ring Size	Measured size of the ring or a standard term that dictates an accepted measurement
	Secondary Stone	Most prominent accent gemstone the product has when more than one type of stone is present
	Set Includes	Individual items included with the product
	Setting Style	Distinct design appearance of the setting
	Shape	Shape or form of the product, may contain many different shapes or have a single shape
	Signed	Whether the product is signed, stamped, or otherwise

marked to identify the designer or manufacturer	
Sizable	Whether the size of the product can be altered to fit
Style	Distinct design appearance of the product
Theme	Type of visual style or design subject of the product
Total Carat Weight	Total measured weight of all of the diamonds the product has, measured in carats (ctw)
Tribal Affiliation	Tribal name or cultural style of an indigenous tribe where the product originates from
Type	Specific type of product that is being sold in the product listing
UPC	Buyers often search using product identifiers, so we recommend product identifiers to make sure your listings have maximum visibility in buyer search results
Vintage	Whether the product has a more than 20 years old vintage year of manufacture
Year Manufactured	Year the product was produced by the manufacturer, not the same as the year the product was sold or the expiration date of the product

</tbody>
 </table>
 <a id="jewelrypsnad"

name="jewelrypsnad"></a>
 Jewelry - potential SNADS (PSNADs)
 <ul>

<li>A PSNAD (potential SNAD) occurs when there is a minor difference or detail of the item which was not stated in the listing.</li>
 <li>Any differences are reviewed and compared

with the current PSNAD Matrix (please note the information below is just an example).</li>
 <li>Items will be determined as PASS, SNAD, or PSNAD

depending on the tolerances outlined in the SNAD/PSNAD Matrix of the Jewelry Ops Program Handbook.</li>
 <li>A slight difference is defined as outside the tolerance for the aspect

described in the listing.
 <ul>
 <li>For example:
 <ul>
 <li>The listing describes a main stone diamond with Clarity VS1 but the item received by the authenticator is outside the tolerance.</li>
 <li>The listing describes a ring size 7, but the ring delivered is

outside the size tolerance.

- A slight difference in the metal type if it is the same metal.
- For example:
- The listing describes white gold, but the item received by the authenticator is yellow gold and all other qualities pass the SNAD check.
- A slight difference in the metal purity if it is the same metal.
- For example:
- The listing describes 22k yellow gold but the item received by the authenticator is 18k yellow gold

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.

Over delivery:

In some cases, the item received by the Authenticator may 'over deliver' when it comes to many of the aspects listed above.

As an example, the item received is 22k yellow gold and the order is for an item with 18k yellow gold. In the case of an over delivery, the item will be sent on to the buyer as long as all other SNAD and authenticity checks pass.

## GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE

Front Office Authenticity Guarantee Teammates:

If we need to credit an add on authentication fee, use the AG Fee Refund Request workflow in the GCX-Verticals Slack channel. This will send the request over to our Back Office to process a credit for the authentication service fee. Please set the expectation that this is credited back in 3-7 days. The following workflow was created to help submit

these requests to our back office teams: Step 1:  Step 2:  &nbsp; Back Office Authenticity Guarantee&nbsp; Teammates:&nbsp; Note, only Back office Authenticity Guarantee teammates have access to this workflow in AD

<https://pages.ebay.com/authenticity-guarantee/> <https://pages.ebay.com/authenticity-guarantee-seller/> <https://pages.ebay.com/authenticity-guarantee-seller/> &nbsp; Related articles <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1800> Authenticity Guarantee and eBay Money Back Guarantee <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1730> Authenticity Guarantee - General Program <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1804> Authenticity Guarantee - Collectibles <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1810> Authenticity Guarantee - Clothing items <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520> target="\_blank">eBay Money Back Guarantee Policy Solutions (INR, Return and PSNADS) See <http://cskbapp/art?page=content&id=GUIDE1730> Authenticity Guarantee - General Program (GUIDE1730) for SOLs related to Authenticity Guarantee INR and return cases and general PSNAD issues Solutions (Watch PSNADs)

<ul> <li><a href="http://cskbapp/art?page=content&id=SOL11504">eMBG - Authenticity Guarantee - Buyer - Authenticator indicates refinished dial</a></li><li><a href="http://cskbapp/art?page=content&id=SOL11505">eMBG - Authenticity Guarantee - Buyer - Authenticator indicates relumed&nbsp;dial</a>&nbsp;</li><li><a href="http://cskbapp/art?page=content&id=SOL11506">eMBG - Authenticity Guarantee - Buyer - Authenticator indicates incorrect crown&nbsp;</a></li><a href="http://cskbapp/art?page=content&id=SOL11507">eMBG - Authenticity Guarantee - Buyer - Authenticator indicates incorrect movement</a></li><a href="http://cskbapp/art?page=content&id=SOL11508">eMBG - Authenticity Guarantee - Buyer - Authenticator indicates generic or aftermarket parts</a></li></ul> &nbsp;</h2>