

Seller protections and seller protections abuse overview

<h2>GUIDE.SUMMARY What When sellers deliver on their service promises to create good buying experiences, we will protect them from abusive buying behavior and from events outside their control. How Explain the protections that are available to the seller Describe the steps the seller can take to be eligible for protections Explain the actions the seller can take when they need protections Help the seller understand that Seller protections are automatic but may take time If the seller is appealing negative feedback or a defect please refer to Seller performance and feedback policy - Removal and appeal of defects, late shipment, and feedback Summary of protections available for sellers: Note: Not all protections are in all regions, review the eligibility requirements for each protection. <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td>Buyer abuse issue</td> <td>Protection type</td> <td>Eligibility requirements</td> <td>Talking points and workflows</td> </tr> <tr> <td>A buyer falsely claimed their item was not as described. </td> <td colspan="2">Label credit to cover the sellers cost to return the item. </td> <td colspan="2"></td> </tr> </tbody> </table>GUIDE1789 - Enhanced seller protections: Refund deduction option for returns and shipping label credits for False SNADs</td> </tr> <tr> <td>An item is returned used or damaged.</td> <td>Option to deduct from the refund.</td> <td colspan="2"></td> </tr> </tbody> </table>GUIDE1811 - Seller eligibility to deduct from the refund when an item is returned used or damaged</td> </tr> </tbody> </table>

[href="https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1789"](https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1789)

[target="_blank"&GUIDE1789&/a](#) - Enhanced seller protections: Refund deduction option for returns and shipping label credits for False SNADs</td> </tr> </tr> </td> Buyer returned a different item or empty box.</td> </td> eBay may cover the refund amount for the seller.</td> </td> rowspan="1"&&a

[href="https://cskb.vip.ebay.com/csxbapp/art?page=content&id=Guide1520"](https://cskb.vip.ebay.com/csxbapp/art?page=content&id=Guide1520)

[target="_blank"&GUIDE1520&/a](#) - eBay Money Back Guarantee, eBay Customer Guarantee, eBay Buyer Protection</td> </td rowspan="1"& &/td> </tr> </tr> </td> A buyer retracted their bid or didnt pay. A buyer demanded something not part of the original listing. An item arrived late but tracking shows that you shipped on time. Severe weather or carrier disruptions caused the item to arrive late. </td> </td> Feedback removal when seller cancels the order.</td> </td colspan="2" rowspan="1"&&a

[href="https://cskb.vip.ebay.com/csxbapp/art?page=content&id=Guide1118"](https://cskb.vip.ebay.com/csxbapp/art?page=content&id=Guide1118)

[target="_blank"&GUIDE1118&/a](#) - Defect and feedback policy - Removal and appeal of defects, late shipment, and feedback</td> </tr> </tr> </td> Protections for payment disputes.</td> </td> Financial protection for dispute amount or for dispute fee.</td> </td rowspan="1"&&a

[href="https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1759"](https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1759)

[target="_blank"&GUIDE1759&/a](#) - Payment dispute seller protections policy</td> </td rowspan="1"& &/td> </tr> </tr> </td> eBay Guaranteed Fit (US program) UK program - eBay Assured Fit
 DE program - eBay Fahrzeugteile-Versprechen </td> </td> Free return label Negative/neutral feedback removals Service metrics protection </td> </td colspan="2"&&a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&id=Live2294"

[target="_blank"&LIVE2294&/a](#) - P&A - Fitment Protection Enhancements - eBay Guaranteed Fit Note: The program is US, UK, DE only. AU has similar protections for vehicle

P&A categories, but eBay isn't currently enforcing against abusive sellers. </td> </tr>

</tbody> </table> </h2></h2>GUIDE.RELATED_LINKS Related help pages

Seller Protection Hub
 http://pages.ebay.com/seller-center/seller-protection/index.html Seller protections
 https://www.ebay.com/help/policies/selling-policies/seller-protection-policy?id=4345

Seller protection abuse policy
 https://www.ebay.com/help/policies/selling-policies/seller-protections-abuse-policy?id=5008

Abusive buyer policy
 https://www.ebay.com/help/policies/selling-policies/seller-protections-abuse-policy?id=4374

eBay Money Back Guarantee policy
 https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guarantee-policy?id=4210 How sellers can cancel an order
 https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guarantee-policy?id=4136

Unpaid item policy
 https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guarantee-policy?id=4271 Resolving unpaid items with buyers
 https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guarantee-policy?id=4271

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1360&ViewLocale=en_US#TP_sellerProtectionsAbuse& Seller protections abuse

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1360&ViewLocale=en_US#TP_ProtectionsFromAbusiveBuyers& Protections from abusive buyers

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1360&ViewLocale=en_US#TP_sellerProtectionsGeneral& Seller protections Top Rated/eBay Plus

- For talking points on how to become a Top Rated seller, see https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1467& GUIDE1467

eBay Top Rated Seller/Top Rated Plus Performance (eTRS/TRP)

Protections for all sellers: Abusive buyers When we determine that a buyer has violated the <https://www.ebay.com/help/policies/rules-policies-buyers/buying-practices-policy?id=4374>& Abusive buyer policy, we will remove any feedback and defects posted by that buyer, including opened cases in service metrics. We may also prevent that buyer from filing return requests or opening claims.

- An item is returned after it was used or damaged by the buyer
- A buyer retracted their bid or didn't pay
- A buyer demanded something not offered in the original listing

Events outside your control

- An item arrived late but tracking shows that you shipped on time
- Severe weather or carrier disruptions caused the item to arrive late

Other protections

- Seller performance standards
- eBay Money Back Guarantee requests
- eBay Guaranteed Fit (US, UK, DE, AU only)

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1360&ViewLocale=en_US#TP_sellerProtectionsAbuse& Seller protections abuse

Sellers may not misuse the seller protections provided by eBay. Sellers who do not follow this policy may lose their eligibility for protections.

Consequence Guidelines

For details about refund deduction abuse, see https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1360&ViewLocale=en_US#CG_RefundDeductionAbuse& Refund deduction policy abuse

Only report buyers who falsely claim an item was not as described.

- Sellers are responsible for

delivering to the buyer the item that was described in the listing. You may not report a buyer when you are at fault.

- Give full refunds on all returns unless the buyer used or damaged the item before returning it.
- Only eligible sellers may withhold part of the refund to recover the lost value due to buyer use or damage.
- The amount withheld should be equal to or less than the value lost due to buyer use or damage.
- Sellers may not withhold a refund for any reason other than recovering the lost value due to buyer use or damage.

Why am I being warned for abusing protections?

- You have been warned for misusing protections. You will still receive these protections, but you need to:
- Only report buyers who falsely claim an item was not as described
- Give full refunds on all returns unless the buyer used or damaged the item before returning it

See the [Seller Protections Abuse policy](https://www.ebay.com/help/seller-protections-abuse-policy/default/seller-protections-abuse-policy?id=5008) for more information about the proper use of seller protections

See the [Seller Protections](https://www.ebay.com/help/policies/selling-policies/seller-protection-policy?id=4345) for more information about the protections that are available to you

- Could this warning have been sent in error?
- No, this warning was not sent in error. You have been identified as someone who is abusing seller protections. The activity we've noticed on your account is one or more of the following:
- Deducting an amount from a refund when the buyer did not damage the item or send the item back with missing parts.
- Deducting too much from the refund. You should only deduct the value that has been lost due to the damage or the missing parts.
- Reporting buyers for filing false item not as described requests when this isn't true.

- I've received a warning can you tell me exactly what I did that violated policy? What can I do now to avoid losing my protections? I'm not able to tell you the specific transactions or exact details that resulted in a violation of the policy. You will need to review your

account here are some suggestions to help identify where the problem is:

- Take a look at your returns. How often do you deduct an amount from a refund? Most returns should not end in a refund deduction.
- Are buyers asking eBay to step in and help when you deduct an amount from a refund? If you follow the refund deduction process correctly, most transactions should not end up being escalated to eBay. If you are seeing most of your reduced refunds being escalated, you may need to re-evaluate how you are using this functionality.
- Make sure you are deducting the appropriate amount that equals the value lost due to the buyer returning the item damaged or missing parts. Not every refund deduction should result in only 50% of the price being refunded to the buyer.
- Make sure you are only reporting buyers that are choosing an item not as described return reason incorrectly. We know that some buyers will choose the wrong return reason, but it should not be happening on the majority of your returns.

Why was I removed from the protections for 90 days?

You have been removed from protections for 90 days because you appear to be misusing this protection.

Misusing protections means you:

- Deducted an amount from a refund when the items were not used or damaged by the buyer, and/or
- Reported buyers for false item not as described claims when you were at fault

After 90 days, you will automatically receive protections again as long as you still meet all eligibility.

During this time, you will still have the protections that are available to all sellers.

Make sure you are familiar with what we consider abusive buying behavior by visiting our [Abusive buyer policy](https://www.ebay.com/help/policies/rules-policies-buyers/buying-practices-policy?id=4374).

If you have buyers that are not following this policy, continue to report those buyers.

See the [Seller Protections Abuse policy](https://www.ebay.com/help/seller-protections-abuse-policy/default/seller-protections-abuse-policy?id=5008) for more information

about the proper use of seller protections. See the Seller Protections for more information about the protections that are available to you. Why was I removed from the protections for 1 year? You have been removed from protections for 1 year because you continued to misuse protections after we warned you for misusing protections. Misusing protections means you: Deducted an amount from a refund when the items were not used or damaged by the buyer, and/or Reported buyers for false item not as described claims when you were at fault After 1 year, you will automatically receive protections again as long as you still meet all eligibility. If you continue to misuse the protections, you will lose them for 1 year. During this time, you will still have the protections that are available to all sellers. Make sure you are familiar with what we consider abusive buying behavior by visiting our Abusive buyer policy. If you have buyers that are not following this policy, continue to report those buyers. See the Seller Protections Abuse policy for more information about the proper use of seller protections. See the Seller Protections for more information about the protections that are available to you. How will I know I have protections back? At the end of 90 days or 1 year (if you meet the eligibility requirements) you should: See the option to deduct an amount from a refund available in the returns flow Begin to receive return shipping subsidy credits on your invoices when you report buyers for

about the proper use of seller protections. See the Seller Protections for more information about the protections that are available to you. How will I know I have protections back? At the end of 90 days or 1 year (if you meet the eligibility requirements) you should: See the option to deduct an amount from a refund available in the returns flow Begin to receive return shipping subsidy credits on your invoices when you report buyers for

false item not as described claims

- During this time please continue to report buyers when they do not follow the abusive buyer policy
- This helps us to protect you when we enforce the abusive buyer policy
- Which transactions caused me to be removed from protections?
- It was likely not a single transaction that caused you to lose your seller protections
- We look at your use of seller protections over time and your use indicated that you were not using the protections correctly
- Which part of the policy did I violate false SNAD abuse or partial refund abuse?
- I am not able to tell which it was
- You could lose seller protections for misuse of either false item not as described claims or partial refunds
- We look at your use of seller protections in total to make the decision before we remove seller protections
- How do you know that I have abused seller protections?
- Since we are not there when you open the return to see its condition and we are not there to determine if the description was accurate, we use your track record
- When you have a good track record, we will take you at your word
- We will send you a warning if we see that your use of seller protections is abnormal
- If you report more false item not as described claims or give more partial refunds than we typically see with your peers
- Why have I lost my protections? Why am I not protected on this transaction? Very High Service Metrics rating
- We have heard from sellers that we should take your track record into account
- You can earn eligibility for the financial protections if you reduce your service metrics rating from "Very High" to "High" or lower
- Service metrics aren't fair
- We recognize that each business has its unique attributes and nuances. This is why we create peer profiles so that we can make fair comparisons amongst sellers who are in similar businesses or using similar business models. We use peer profiles to fairly compare and evaluate sellers versus their peers and only apply consequences to the worst performing outliers in the peer group.
- We apply numerous seller protections to remove defects that we believe to be outside the

sellers control such that it will not impact their seller performance ratings.

Why does INR count?

When evaluating your track record, we consider whether you're meeting your service promises and delivering a good customer experience in all areas

Im Very High in one area, but Im low in others (multiple ratings)

You will need to be "High" or lower in all areas to be eligible

You are found to be violating one of eBay's policies

Drop shipping policy violation (Issue 587)

eBay policy requires that items you list must be in your inventory or you must have control of that inventory. Since you do not handle your items directly, you are not eligible for returns protections.

Off eBay Sales policy violation (Issue 543, Issue 554)

By offering to sell an item off eBay, there is no buyer or seller protection offered on the transaction. If you have received multiple warnings for not following this policy, you are not eligible for these protections for transactions that happen on eBay.

Do not violate this policy again for 6 months to regain your eligibility.

Warned, restricted or suspended (Issue 49, Issue 122, Issue 172, Issue 188, Issue 233, Issue 305, Issue 384, Issue 389, Issue 387)

When eBay has restricted or suspended your account, we are unable to extend these protections to your transactions until you have resolved your restriction/suspension.

How do the eBay Guaranteed Fit protections work? (Vehicle P&A - US, UK, DE, AU only) Internal Information See <https://cskb.vip.ebay.com/csKBapp/art?page=content&id=LIVE2294> for details

Why did I lose eBay Guaranteed Fit protections? Can I get the protections back? (Issue 1166)

We've sent several emails notifying you that your account has been taking advantage of protections for eBay Guaranteed Fit. As this activity has continued, we've had to revoke your eligibility for these protections

Due to the nature and impact of the violation, the removal of eBay Guaranteed Fit protections is indefinite.

Protections from abusive buyers

What buying activity is considered abuse? A buyer is abusive when they violate the <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1103> target="_blank">Abusive Buyer Policy. Including any of the following:

- They demand something not offered in the original listing a demand is either:
 - (a) not relenting when told no,
 - (b) asking for something patently out of bounds in value or expectations,
 - (c) making threats if not agreed to by seller
- They make false claims such as
 - Claiming an item was not received when it was delivered
 - Claiming an item was not as described in order to return the item when the seller did not offer free returns
- They misuse returns by:
 - Returning a different item than originally received
 - Using or damaging items before returning them
 - Returning an item with the reason that it was not as described when it was described accurately
- They misuse eBay messaging by:
 - Contacting you to take the sale off eBay
 - Make physical threats, use racial slurs (profanity or rudeness does not qualify as abuse)
- Bidding for purposes other than buying by:
 - Clearly bidding or buying to attempt to disrupt the sellers business (Retracting their bid is allowed within policy)
 - Opening a new account to bid or buy after you have been blocked
- They abuse buyer protection programs by:
 - A pattern of excessively opening eBay Money Back Guarantee requests or external payment disputes or chargebacks
 - Opening claims or harassing sellers about an item not received before the latest estimated delivery date has passed
 - Opening an eBay Money Back Guarantee request or external payment disputes or chargebacks:
- When they have already received a refund from the seller or reimbursement from their payment provider
- When you haven't paid for an item
- As retaliation against a seller following a previous dispute

How does eBay determine if a buyer is abusive?

We review all the reports from our community and we proactively monitor activity in the marketplace to identify when abuse may happen We look at the circumstances including the history and track record of the buyer and the seller Each situation is different We look for patterns of activity or atypical behavior For egregious activity we may take action on single or small number of incidents What should I do when I have a buyer that is being abusive? You're not required to agree to any extras or changes from the terms of your listing If a buyer is making demands that are not a part of your original listing, you will be protected from negative or neutral feedback, defects, and cases in service metrics when you either: Deliver the item purchased by the buyer according to the original terms of your listing or; Cancel the transaction before fulfilling To help us identify buyers who are engaging in unacceptable buying behaviors, please report the abusive behavior We encourage you to communicate politely and professionally with the buyer What actions do you take on a buyers account? When we find a buyer has been abusive, we may: Warn the buyer to help them understand their behavior is unacceptable and to let them know we are watching them If they continue to abuse after we warn them, we will block them from returning items or opening a case In egregious cases, we will suspend the buyer Based on experience, we know warnings do help buyers become better. If they dont, we have stronger actions for them. Why would you just warn a buyer when you know they are doing something wrong? In serious cases, we will take stronger action than just a warning There are cases where we want to tell the buyer their behavior is not acceptable so they will stop doing it, even though the behavior may not rise to the level of needing a suspension We warn buyers who may not know what they are doing is not acceptable This helps them understand the policy and often helps them correct their behavior

 A buyer opens a new or guest account to circumvent a sellers blocked buyer/bidder list. What do I do and what will happen? Cancel the transaction using the reason issue with buyers address. Internal Information If the buyer leaves negative feedback after the seller has cancelled the transaction, see GUIDE1118 for more information and steps to resolve. Do I need to qualify for the blocked buyer protection? No, as long as a seller is using the protection as intended, they will have access to this protection with no extra requirements. How do I report something that is not listed on Report a Buyer? The activity listed on report a buyer are the kinds of behavior we take action on. Buyers may do things that are frustrating and may be offensive. We may take things into consideration, but we will not take action on these things in isolation. Am I still protected if the buyer leaves negative/neutral feedback if I choose to ship the order? Yes, you are still eligible for this protection. Keep in mind that if we review and find that a seller has created a poor experience for their buyer (for example: unprofessional or abusive messaging to the buyer) we reserve the right to withhold this protection. What is eBay going to do about this buyer who is circumventing my blocked bidder list? We will get this reported for review and take appropriate action. We arent able to provide an update on the result of this investigation for privacy reasons, but if we identify that a buyer is circumventing a sellers blocked bidder list we will take steps to protect our Community. I don't have any evidence this buyer is circumventing my blocked bidder list. What should I do? We recommend you follow through with this transaction if you do not have reason to believe this buyer is a previously blocked buyer. I think these two accounts are linked, can you confirm? We are not able to discuss the details of another members account so would be unable to confirm any links. However, you can cancel the transaction using issue with buyers address if you have reason to believe that these

two accounts are associated

- Eligible criteria to cancel transaction:
- Buyer has the same name as a previously blocked buyer
- Buyer has the same address as a blocked buyer
- Buyer's behavior mirrors blocked buyer (e.g. buying the same item, asking the same questions, etc.)

GUIDE.DETAILED_INFORMATION Issue 1166 (US, UK, DE only) Internal Information

- Removal of eBay Guaranteed Fit protections (P&A)

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