

## eBay User Agreement policy

GUIDE.TALKING\_POINTS What about interference or attempted interference in eBay websites or operations? What can eBay do? 

- We cant allow the manipulation of our site by any outside entity. We must maintain the security of the website and our member accounts to offer a secure trading environment. As such, we must take action regarding any action that violates this policy.

## GUIDE.SUMMARY

What is the policy? All eBay users must comply with the eBay User Agreement. When using eBay Services, members must: 

- Comply with our policies about listing on eBay
- Provide complete and accurate information in their listings
- Avoid relisting items that we removed because they violated a policy
- Avoid providing false or incomplete information to circumvent our policies
- Comply with our policies about what kinds of items can be listed on eBay. Members must not:
  - List counterfeit or prohibited items
  - List eBay Bucks
- Comply with our policies about how they use their account
- Members must not do anything that might compromise the safety or integrity of the eBay marketplace
- Members must offer retail service levels and deliver on their service promises
- Buyer claims must be quickly addressed within eBay-specified time frames
- Members must not create additional accounts to circumvent selling restrictions, buying limits, suspension, or to manipulate any site feature
- Selling an eBay user ID or account without our permission is not allowed
- Scraping or gathering information from eBay to use on another site is not allowed
- Members must not bid on their own items
- Comply with our policies about how they use our site features
- Members should only use eBay site features and processes for their intended purpose

Why does eBay have this policy? This policy helps us maintain a fair and safe marketplace.