

Buying parts and accessories on eBay

GUIDE.SUMMARY What this article includes This article includes information about the eBay Motors Parts & Accessories category. Following are features described in this article:

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https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1630&ViewLocale=en_US#Garage eBay My Garage

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1630&ViewLocale=en_US#Tire Tire installation

This article does not include information about

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1630&ViewLocale=en_US# buying and selling vehicles.

eBay Motors includes two distinct lines of business: Parts & Accessories and Vehicles. In general, Parts & Accessories (P&A) listings are managed just like most other listings on eBay. The Vehicles business is distinct from P&A in that it was once its own specialty website, and is now a part of eBay.com.

Some policies, procedures, and buyer/seller flows for Vehicles are distinct from the same across other parts of eBay.

[eBay Garage](#)

- Effective February 2018, eBay Garage applies to the following locales:

- AU
- DE
- UK
- US

For desktop and mobile web (mWeb), the Garage feature integrated into the buying experience eBay Motors, Parts & Accessories category

The default search experience in the category is Garage

All customers browsing the Parts & Accessories category see the option to Find Parts for this vehicle

Buyers need to verify they have added vehicles to their eBay Garage. Also, to fully leverage the new feature, they should verify that the car (s) they have registered are correct.

Sellers will need to assure that they adopt the eBay catalog so that their listings leverage eBay Garage.

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[Tire](#) Tire installation

- From November 2022 the tire installation

experience will be enhanced in US, UK and DE.

- Benefits to the buyer: Simplified price comparisons, reduced guesswork during the online tire shopping process, and a one-stop-shop for tires and installation, with tires shipped directly to the install service center.
- Tire installation program terms used throughout this guide:
- Seller: The entity selling the tire(s) on eBay (e.g. Priority Tire, Discount Tire Direct)
- Installation Partner: The entity managing the tire installation service center network - may be the same or different from the entity selling the tire(s) on eBay (e.g. CarAdvise, SimpleTire)
- Installer: The company or chain of service centers physically performing the tire installation service (e.g. PepBoys, Firestone, NTB)
- Service Center or Installation Service Center: The individual shop location that physically performing the tire installation service (e.g. PepBoys shop 100 at 365 Main Street, Detroit MI)
- Service centers are contracted and managed by installation partners. Service centers should NOT be contacted directly by eBay buyers.
- Instead, eBay buyers should contact their installation partner (e.g. CarAdvise or SimpleTire) for support and the installation partner will work with service centers to resolve.

GUIDE.RELATED_LINKS CSKB content

<https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1455>

[eBay Motors - Buying and selling vehicles](#)

[My garage](#)

[eBay Tire Installation](#)

GUIDE.TALKING_POINTS

How does purchasing tire installation on eBay work?

For eligible tires listings, buyers are prompted at checkout to select a tire installation service center. When a service center is selected, the buyers Ship To address will be automatically updated to the chosen service centers address and the tire(s) will be shipped directly

to the service center. The buyer pays for both the tires and the installation service at eBay checkout.

- Installation is optional. If the buyer doesn't select installation, the tire is shipped to their home or other location of their choosing.
- When the buyer completes their request for tire installation and checks out for both the tires and the installation service, eBay notifies the buyer and the tire installation partner.
- After checkout and payment are completed, the installation network partner contacts the buyer to facilitate appointment scheduling with the buyers chosen installation service center.
- Once the tire installation service is completed, the buyer will receive a survey from the installation partner about their experience. The survey is optional.

Who are the tire installation partners?

- Our tire installation partners at CarAdvise and SimpleTire are two of the largest and most trusted in the US. They have more than 5000 installers across their networks and carefully vet and evaluate service centers.
- When you buy tires with installation on eBay, one of these partners will contact you by phone and/or email within one business day to book an appointment with a local service center. Your installation partner is also available for live support and your installation is guaranteed.

Whats included when I buy tires with installation?

- Once your tires are received at the service center, your installation will include tire mounting and balancing, rubber valve stem replacement, and Tire Pressure Monitoring System (TPMS) reset.
- It may also include disposal fees, environmental fees, shop fees, and sales tax (if applicable).

Whats not included when I buy tires with installation?

- If the service center determines you need a new kit or sensors during the TPMS replacement, this will be a separate charge.
- You're also responsible for any additional fees associated with the installation of specialty tires. If additional fees are required, you can pay the service center directly at the time of installation.

How do I track my tire order?

- After your order is confirmed, you'll receive an email that includes a delivery estimate and tracking info (once available). You'll also receive delivery confirmation by email and My eBay when your tires arrive at the service center.
- I

have a question about my tire order. Please message the tire seller directly with any questions about your tire order. I have a question about my installation. Please contact your installation partner directly if you have a question about your installation. If your installation partner is SimpleTire, you can reach them by email install@ebay.simpletire.co or by phone (888) 410-0604. If your installation partner is CarAdvise, you can reach them by Support@caradvise.com or 1-844-9-ADVISE. Be sure to mention that your tire order and installation service was purchased through eBay. You'll also need your tire order number and buyer ID. Do you offer installation for used tires? No. At this time, tire installation is only available for new tires. I can't find a service center near me. Our installation partners at CarAdvise and SimpleTire add new service centers on an ongoing basis to expand their networks to better serve our customers. If tire installation is not yet available in your area, check back again soon. I found a service center that offers a lower price for tire installation. When you buy tires with installation on eBay, you automatically receive preferred pricing from our installation partners. If you do find a lower price from a service center in their networks, contact your installation partner directly. I need to cancel my tire installation but I still want the tires. To cancel your tire installation, please contact your installation partner directly. If your tires have already shipped, you'll need to pick them up at the service center. Internal Information Teammates may use the following contacts to help resolve buyer and seller questions not addressed in this guide: For unresolved buyer questions and issues: tire-installation@ebay.com For unresolved seller questions and issues: tire-installation-seller@ebay.com Do not share these email addresses with buyers or sellers directly. Can I schedule my tire installation appointment when I purchase tire installation? We are offering a new experience that will allow buyers to schedule their tire installation appointment when

purchasing tire installation from our partner SimpleTire. We are introducing this feature to make the tire installation experience easier for buyers. Instead of having to schedule their installation appointment separately, they will be able to buy their tires with installation and schedule a convenient installation appointment at the same time. US buyers who purchase tire installation from SimpleTire may be able to schedule their appointment. If the buyer chooses to add installation to their tire purchase, they will see an extra screen displaying available days and morning or evening options.

Buyer experience - scheduling tire installation appointment The current tire installation experience is not changing except for a new screen offering buyers the opportunity to schedule their installation.

Buyers can choose to add installation or select No, thanks and go to checkout.

Desktop:
 If the buyer chooses to add installation, they'll see a new Choose drop-off

window screen offering available appointments. They can choose from specific dates and also morning or evening options. Desktop:
 When the buyer goes to checkout, they'll see the vehicle drop-off day and time along with the installer information. If the buyer would like to change

their order (quantity of tires, the installer, or the vehicle drop-off window) they'll need to go back to the View Item screen to start the selection process again. Desktop:
 Once they've checked out, the buyer can find their drop-off date and time on the View order details page and in their order confirmation email.

Desktop:
 I want to change or cancel my tire installation appointment.

Internal Information

 Post-transaction installation changes and cancellations are handled through SimpleTire. If you've already checked out, please contact your installation provider, SimpleTire, directly and they will be able to help you change your installation appointment. SimpleTire can be contacted by email install@ebay.simpletire.com or by phone (888) 4100604. The instructions for changing or canceling your appointment can be found on the View order details page near the installation details. If you haven't checked out, you can simply return to the View Item screen to select a new installation appointment. Where can I find my tire installation appointment details? You can find the details of your tire installation appointment on the View order details page or in your order confirmation email.

GUIDE.DETAILED_INFORMATION Parts & accessories features

Following are parts & accessories features included in the detailed information section of this

article:

- eBay garage

[Verify what's in the eBay Garage](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1630&ViewLocale=en_US#Details_garage)

[Select the vehicle](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1630&ViewLocale=en_US#Garage_now)

[Add a vehicle to the eBay Garage](#)

[AU](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1630&ViewLocale=en_US#AU),

[UK](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1630&ViewLocale=en_US#UK),

[US](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1630&ViewLocale=en_US#US))

[US](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1630&ViewLocale=en_US#US)

en_US#Search">Search for parts and accessories
Tire installation <a
href="https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1630&ViewLocale=
en_US#Tire_examples">Screenshots and examples
 Verify what's in the eBay garage
Customers need to verify what's in their eBay Garage. To do that on desktop, we provide a
vehicle summary, as follows:

 Desktop

 mWeb

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t;br>
 For mWeb, they'll see one vehicle at a time. The vehicle summary comes up when
they select Change vehicle.

 Either way, they may need to scroll to see all the
vehicles they have added to their eBay garage.
 Cars
Globally, each vehicle profile includes an image of the vehicle (when available), the year,
make, and model. In the US, the vehicle profile also includes:
Cars Trim level Engine
Motorcycles Submodel
In other regions, the vehicle profile is a little bit different, and may also include the
following:

 <table border="1" width="75%"> <tbody> <tr>
<th scope="col" width="25%">Region</th> <th scope="col" width="50%">Profile
includes</th> </tr> <tr> <td>AU</td> <td>Variant Submodel </td>
</tr> <tr> <td>DE</td> <td>Platform and type Motor </td>
</tr> <td>UK</td> <td>Variant and type Body style and engine </td>
</tr> </tbody> </table> From the vehicle
summary, customers can change the vehicle they're shopping for, add a new vehicle, or sell any of
their vehicles.

 Select the vehicle the customer is shopping for right now When they engage their search in the motors parts & accessories category, they'll see verification of a vehicle that is previously selected at the top of the screen.

 Customers select Change vehicle to shop for parts and accessories for other vehicles in their eBay Garage. Add a vehicle to the eBay garage Customers can add a vehicle to the eBay garage on desktop and mWeb. The detailed information is just a bit different in each of the following English language locales: AUUKUSAU AU customers can follow these steps to add a vehicle: Select Add a new vehicle.Select Vehicle Info.Select the following information in a quick series of screens:
Note: Scroll to find the correct information. MakeModelYearVariantSubmodelCarefully review vehicle details. If there are errors, select the information requiring an update. Otherwise, select Go.Search parts & accessories by product, brand, or key word. Otherwise, select from the following additional options, if needed. Edit vehicle detailsSell this vehicleAdd a new vehicleChange vehicleUK UK customers can follow these steps to add a vehicle with info

about the vehicle or vehicle registration mark (VRM):

- Select Add a new vehicle.
- Select Vehicle Info or VRM.

For Vehicle Info, select the following information in a quick series of screens:

Note: Scroll to find the correct information.

- Make
- Model
- Year
- Variant
- Type
- Body style
- Engine

For VRM, enter reg number. If the reg number is not found, select Enter your vehicle information instead. (Refer to previous step.)

Carefully review vehicle details. If there are errors, select the information requiring an update. Otherwise, select Go.

Search parts & accessories by product, brand, or key word. Otherwise, select from the following additional options, if needed.

- Edit vehicle details
- Sell this vehicle
- Add a new vehicle
- Change vehicle

US Customers can follow these steps to add a car, truck, or motorcycle:

- Select Add a new vehicle.
- Select Car and truck or Motorcycle.

For all vehicles, select the following information in a quick series of screens:

Note: Scroll to find the correct information.

- Year
- Make
- Model

For cars only, also select the following:

- Trim
- Engine

For motorcycles only, also select Submodel.

Carefully review vehicle details. If there are errors, select the information requiring an update. Otherwise, select Go.

Search parts & accessories by product, brand, or key word. Otherwise, select from the following additional options, if needed.

- Edit vehicle details
- Sell this vehicle
- Add a new vehicle
- Change vehicle

Search for parts and accessories

Customers can search parts & accessories by product, brand, or key word. The screen displays the vehicle that the search results apply to.

src="https://cskb.qa.ebay.com/library/EBAY/1630_GUIDE/GUIDE1630_search_verification.png">

 Tire installation <h3>Screenshots and examples</h3> Following are screenshots and examples of the feature:

Select an installer <blockquote> Following is an example of the page where the buyer can select an installation location. Note: The installation price, address, and hours of operation are explicitly called out. Mobile:

 Desktop:

 </blockquote> Get your tires installed <blockquote> Following is an example of a View Item page that includes the option to select tire installation. Mobile:

 Desktop:

 Checkout with installation Mobile:

 Desktop:

 Thanks for your order!

 Mobile:

 Desktop:

 </blockquote>
</blockquote>
 </blockquote> </h2>