

## Authenticity Guarantee - Clothing items

**GUIDE.SUMMARY** What Authenticity Guarantee is a program designed to help buyers shop with confidence. Sneakers and streetwear 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 sneakers and streetwear.

See <http://cskbapp/art?page=content&id=GUIDE1730> Authenticity Guarantee - General Program (GUIDE1730) for general program talking points for general program and eligibility requirements for the Authenticity Guarantee program, including talking points and information on:

- Final sale
- CBT (export and import)
- Back Office request guidelines
- Chat snippets

This article includes Talking Points for

- Sneakers
- Streetwear

Detailed Information for

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#sneakerstps](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#sneakerstps) Sneakers

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#streetweartps](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#streetweartps) Streetwear

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#detsne](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#detsne) Sneakers

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#detstr](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#detstr) Streetwear

**GUIDE.RELATED\_LINKS** Help pages:

- Authenticity Guarantee

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

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

<https://pages.ebay.com/authenticity-guarantee-seller/> &gt; <https://pages.ebay.com/authenticity-guarantee-seller/> &lt;/a> &nbsp; Related articles &lt;/ul> &lt;/li> &lt;/a>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1800> &gt; Authenticity Guarantee and eBay Money Back Guarantee &lt;/a> &lt;/li> &lt;/li> &lt;/a>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1730> &gt; Authenticity Guarantee - General Program &lt;/a> &nbsp; &nbsp; &lt;/li> &lt;/li> &lt;/a>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1803> &gt; Authenticity Guarantee - Luxury Goods &lt;/a> &nbsp; &nbsp; &lt;/li> &lt;/li> &lt;/a>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1804> &gt; Authenticity Guarantee - Collectibles &lt;/a> &nbsp; &lt;/li> &lt;/li> &lt;/a>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520> &gt; eBay Money Back Guarantee Policy &lt;/a> &lt;/li> &lt;/li> &lt;/a>

<https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1826> &gt; Top Star Program &lt;/a> &lt;/li> &lt;/ul> &nbsp; Solutions &lt;/ul> &lt;/li> See &lt;/a> <http://cskbapp/art?page=content&id=GUIDE1730> &gt; Authenticity Guarantee - General Program &lt;/a> &nbsp; (GUIDE1730) &nbsp; for SOLs related to Authenticity Guarantee INR &nbsp; and return cases. &lt;/li> &lt;/ul>

&lt;/h2> &lt;/h2> GUIDE.TALKING\_POINTS &lt;/ul> &lt;/li> &lt;/a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#sneakerstps](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#sneakerstps) &gt; Sneakers &lt;/a> &lt;/li> &lt;/a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#streetweartps](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#streetweartps) &gt; Streetwear &lt;/a> &lt;/li> &lt;/ul> &lt;/h2> &lt;/a> id="sneakerstps" name="sneakerstps" &gt; &lt;/a> SNEAKERS &lt;/h2> &nbsp; THIS SECTION CONTAINS &lt;/ul> &lt;/li> &lt;/a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#genquesne](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#genquesne) &gt; GENERAL QUESTIONS &lt;/a> &lt;/li> &lt;/li> &lt;/a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#buyquesne](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#buyquesne)&gt;BUYER QUESTIONS&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#selquesne](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#selquesne)&gt;SELLER QUESTIONS&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#manageds](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#manageds)&gt;MANAGED SHIPPING QUESTIONS&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#SLFQ](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#SLFQ)&gt;SIMPLIFIED LISTING FLOW QUESTIONS&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#cgq](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#cgq)&gt;IMAGE GUIDANCE&nbsp;QUESTIONS&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;&lt;/a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#teaquesne](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#teaquesne)&gt;TEAMMATE QUESTIONS&lt;/a&gt;&lt;/li&gt; &lt;/ul&gt; &nbsp; &lt;/a>

[genquesne](#)&gt;&lt;/a&gt;GENERAL QUESTIONS (SNEAKERS) 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;&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;Sneakers &lt;/ul&gt; &lt;/li&gt;For buyers - &nbsp;&lt;/a>

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

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

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

Eligibility&nbsp;for Authenticity Guarantee &lt;/ul&gt; &lt;/li&gt;See &lt;/a>

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#sneakerelig](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#sneakerelig)&gt;eligibility&nbsp;&lt;/a&gt;details in Detailed Information.&lt;/li&gt; &lt;/ul&gt;

Brands and conditions &lt;/ul&gt; &lt;/li&gt;See &lt;/a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#brandc](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#brandc)&gt;brands and condition&lt;/a&gt;&nbsp;&lt;/li&gt;eligible for&nbsp;&lt;/li&gt;Authenticity Guarantee in Detailed Information.&lt;br&gt; &nbsp;&lt;/li&gt; &lt;/ul&gt; Location eligibility &lt;/ul&gt; &lt;/li&gt;See &lt;/a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#sneakerloc](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#sneakerloc)&gt;location eligibility&lt;/a&gt;&nbsp;&lt;/li&gt;in Detailed Information.&lt;/li&gt; &lt;/ul&gt;

Who is the authenticator? &lt;/ul&gt; &lt;/li&gt;For sneakers,&nbsp;&lt;/li&gt;eBays authenticators are some of the industrys leading experts in sneaker authentication.&nbsp;&lt;/li&gt;Their services and capabilities ensure the highest standard of service to eBay users.&lt;/li&gt; &lt;/ul&gt; Where is the authenticator located? US Domestic and export&lt;br&gt; New Jersey:&lt;br&gt; 65 Oxford Dr&lt;br&gt; MoonachieNJ&lt;br&gt; US07074-1020 &nbsp;&lt;/li&gt; Domestic and export Las Vegas: 2970 N Lamb North Las Vegas, NV 89115 &lt;br&gt; Canada Domestic&lt;br&gt; EAG-1 C/O&nbsp;&lt;/li&gt;buyer name&gt;&lt;br&gt; 16 Intermodal Dr.&nbsp;&lt;/li&gt; Unit 16&lt;br&gt; Brampton ON L6T 0E1 &lt;br&gt; Australia &lt;br&gt; Domestic&lt;br&gt; SneakerCon&lt;br&gt; c/o 22/4A Bachell Ave&lt;br&gt; Lidcombe NSW 2141 &lt;br&gt; Export&lt;br&gt; Same as US For US, what States go to which hub? &lt;/ul&gt; &lt;/li&gt;This is based on buyer address: &lt;/ul&gt; &lt;/li&gt;New Jersey for: &lt;/ul&gt; &lt;/li&gt;FL, NC, OH, SC, WI, DC, LA, NJ, PA, IL, GA, TN, MI, IN, MA, AL, KY, MS, NY, VA, MD, CT, DE, RI, WV, NH, ME, VT, PR&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;/li&gt;Las Vegas for: &lt;/ul&gt; &lt;/li&gt;AK, AZ, AK, CA, CO, HI, ID, IN, IA, KS, MN, MO, MT, NE, NV, NM, ND, OK, OR, SD, TX, UT, WA, WY&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;/ul&gt; Is the buyer or seller&nbsp;&lt;/li&gt;charged a fee for Authenticity Guarantee? &lt;/ul&gt; &lt;/li&gt;See &lt;/a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#manageds](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#manageds)&gt;managed shipping (sneakers)&lt;/a&gt;.&lt;/li&gt; &lt;/ul&gt; Does the

standard of authentication change according to price point, condition, or brand?

- The same standard of authentication is used across all brands, price points and conditions.
- For higher price points, vintage or rare sneakers, a lead authenticator will look at the sneaker as well (meaning 2+ people look at the sneakers).

What happens to the NFC or QR tags if sneakers previously purchased through Authenticity Guarantee are sold through the program again?

- The authenticator will remove any old tags and reprogram a new tag.

[id="buyquesne" name="buyquesne">BUYER QUESTIONS \(SNEAKERS\)](#)

What happens during the authentication process?

- For sneakers, the authenticator:
- Verifies that the contents are consistent with listing details.
- Undertakes a multi-point, physical inspection for authenticity. This process includes thorough physical inspection of the shoes structure, materials, tags, and logos.
- Reviews packaging and accessories for authenticity.
- Attaches either an eBay Authenticity Guarantee NFC to the shoes, which is programmed with the unique details of each product, or a QR tag with a QR code that links to the authenticator's report.

Why can't I communicate with the seller? (Messaging blocked for Top Star program sellers)

- For sneakers sold by Top Star sellers that go through Authenticity Guarantee, we temporarily stop communication between buyer and seller.
- We identified that sellers were asking buyers to verify their address, which bypassed the authentication process unintentionally, since the shipping address will always be the authenticator's address. To prevent that from happening we've found that it's best for us to facilitate any communication needed.
- This also helps ensure the item is forwarded to the expert authenticator so it can be rigorously inspected before being sent to you.
- Tracking will show you the status and location of the item during this time.
- If you have any concerns, we can assist you through Help & Contact on top of the eBay homepage.

I need to contact the seller to change the order (wrong size, color,

etc.) <ul> <li>You can message the seller through normal M2M messaging channels on the site. Please note, the seller may not be able to adjust the order.</li> <li>If there are any changes to the items condition/size/color from the initial order, the best option may be to cancel the transaction and repurchase.</li> <li>Items shipped through our Authenticity Guarantee program are carefully inspected before being sent to you.</li> <li>The authenticator will check for the size, color, brand, and/or model that you selected when purchasing the item. They will also verify the authenticity of sneakers.</li> <li>If the specifications do not match what was purchased, the item would not be sent to you.</li> <li>Once the item passes inspection and you receive the item, I would suggest you see if the seller has a return policy as you may be able to return the item once it is delivered to you.</li> <li>NOTE: For orders from sellers in the Top Star program, we temporarily stop communication between buyer and seller from the time of purchase to when the sneakers are delivered to you.   </li>

</ul> How is authentication confirmed to me? <ul> <li>For sneakers, an eBay Authenticity Guarantee tag is attached to each pair of sneakers once they have been verified by our expert authenticator.</li> <li>The Authenticity Guarantee tag is fastened to the sneaker and activated with our digital stamp of authenticity and customized with the sneakers details.</li> <li>By holding an NFC-enabled device (iPhone 7 and above and most Android phones 2015 and newer) near the tag, or pointing the phone's camera at the QR code, the buyer will receive a prompt and be able to view the authenticity report of their sneakers.</li> </ul>  I used to be able to open a return for sneakers. What has changed? (Final sale) <ul> <li>Final sale is a policy where sellers do not offer returns.</li> <li>Their items have passed our trusted authenticators inspection for authenticity and condition to make sure they match the listing description.</li> <li>See <a

href="http://cskbapp/art?page=content&id=GUIDE1730">Authenticity Guarantee - General Program</a> (GUIDE1730) for more on final sale.</li> </ul> My shoes dont fit

properly/are not comfortable/are not the right color. What now? (Final sale) <ul> <li>The item was thoroughly inspected by our expert authenticators for authenticity and condition against item listing details and images.</li> <li>The seller also doesn't accept returns for this item so it is considered final sale.</li> <li>We would recommend relisting the item on eBay. You can scan the authentication tag to start your listing using our mobile app.</li> <li>See <a

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

</ul> <a id="selquesne" name="selquesne"></a>SELLER QUESTIONS (SNEAKERS)

Why can't I opt out of Authenticity Guarantee? <ul> <li>Authentication is now a requirement for sneakers.</li> </ul> I'm in the Top Star program. Why can't I communicate with the buyer? (Messaging blocked for Top Star AG sneaker sales) <ul> <li>For Top Star sellers of sneakers that go through Authenticity Guarantee, we temporarily stop communication between buyer and seller.</li> <li>We identified that sellers were asking buyers to verify their address, which bypassed the authentication process unintentionally, since the shipping address always shows the authenticator's address. To prevent that from happening we've found that it's best for us to facilitate any communication needed.</li> <li>This also helps ensure the item is forwarded to the expert authenticator and is authenticated.</li> <li>Tracking will show the status and location of the item during this time. </li> <li>If you have any concerns, we can assist you through Help & Contact on top of the eBay homepage.</li> </ul> I need to notify buyer of shipment/different condition than listed/out of stock/etc <ul> <li>You can message the buyer through normal M2M messaging channels.</li> <li>If there are any changes to the item's condition from when it was listed until it sold, the best option may be to cancel the transaction with the buyer, update your listing, and relist.</li> <li>If there are any discrepancies from your listing and the condition of the sneakers, they may be returned to you and you will be responsible for a refund

to your buyer.

- For Top Star sellers:
- For sneakers sold through the Top Star Program through Authenticity Guarantee, we temporarily suspend communication between buyer and seller.
- This eliminates any possibility of address confusion as our authenticator is awaiting the item for inspection.
- Your buyer will be notified via normal channels of any updates to shipping as long as you upload tracking to the transaction.

What are the best practices when shipping my item to an authentication center?

- After you've sold your item, it's important to pack it securely, in the right type of packaging, to make sure it gets to your buyer in perfect condition. Here are some tips on packing your item:
- Choose a container that's slightly larger than the item, so you can cushion it with packing material on all sides.
- Surround the item with bubble wrap, packing peanuts, foam, or paper (so there's no room for things to move around).
- Use clear or brown packaging tape, eBay-branded tape, reinforced packing tape, or paper tape, which should be at least 2 inches wide.
- Dont use masking tape, cellophane tape, cord, string, or twine.
- Tape the opening of the box and reinforce all seams and edges.
- Clearly label the package and include a return address.
- If you're reusing a box, cover any previous labels and cross out any previous addresses with a black marker.
- You can also print a packing slip and include it in your package when you print your label.

Why did my sneakers fail the authenticity check?

- Markers of authenticity are generally considered trade secrets.
- We cannot disclose the checks our authenticators performed but we can disclose that your shoe failed at least one of these checks.
- However, for failures for Not As Described, we can disclose the reasons the item failed to better help the seller in the future.

I have a buyer who purchased multiples of the same product, but I'm unable to print enough shipping labels for all the items to ship to the authenticator, what do I do?

- Let the member know we will review for manual label issuance.
- NA - Send the following information through the



Back Office Email queue through Communicator: <ul> <li>Verify the order number with the member and the number of sneakers in the order</li> <li>Include the EVTN and order number</li> <li>When transferring, explain the situation in detail using your transfer or SR notes</li> <li>Email: Transfer the email to the AG Back Office Email queue.</li> <li>Phone or Chat: Transfer the SR Offline or create a new Offline SR activity. Include the Seller ID, order number, and EVTN in your notes.</li> </ul> </li> </li> We can issue manual labels for these situations to members. These will need to be manually created and sent to the member through communicator. <a id="SLFQ" name="SLFQ"></a>SIMPLIFIED LISTING FLOW QUESTIONS (SELLER QUESTIONS - SNEAKERS) How does the simplified listing flow help me list sneakers? <ul> <li>For the top 6 sneakers brands (Nike, Jordan, Yeezy, Adidas, Reebok and Converse), eBay is able to utilize catalog information to speed up the listing process for your collectible sneakers on the native app.</li> </ul> Is the simplified listing flow available to all sellers? <ul> <li>This listing flow is currently available for non-advanced native listing tool users with no business policies. </li> <li>To be eligible, a seller cannot have a store account or have seller hub activated.</li> </ul> <li> <li>Sellers will only see the flow on native app and not on desktop.</li> </ul> I've heard about a simplified listing flow for sneakers. Can I opt-in to the experience? <ul> <li>As of 12 June 2023, all sellers now have access to the simplified listing flow for sneakers.</li> </ul> What sneakers are eligible for this listing tool? <ul> <li>Select models and styles of Nike, Jordans, Yeezys, Adidas, Reebok and Converse.</li> </ul> Is there a threshold for sneakers to be eligible for Simplified Listing Flow? <ul> <li>Sneakers starting at \$75 are eligible </li> <li>Exception: sneakers listed in the baby shoes category are eligible at \$100+</li> </ul> I don't want to use the simplified listing flow. How do I opt-out ? <ul> <li>You can't opt-out, but you may choose to skip from the initial page to enter your own listing information, instead of using the catalog

information.

- If not enough features are available in the simplified listing flow, you can also edit your listing on desktop.

How does the listing flow know the sneakers information?

- We use the eBay catalog to provide accurate information for the sneakers.

Do I need to upload photos if I'm using the simplified listing flow?

- For new items, you can use the stock photo, but we recommend uploading photos of different angles of the shoes and the box.
- Buyers like to see additional photos.

Can I use my own photos to the simplified listing flow?

- You can add your own photos.
- Once you have uploaded photos, the stock photo will be removed.

The information that is being pre-filled is incorrect, what do I do?

- Item specifics cannot be changed. Check you have selected the correct sneaker model.
- If the information taken from the catalog is incorrect, members can email [sdsupport@ebay.com](mailto:sdsupport@ebay.com) with a description of the issue.

Why can't I update the item specifics / listing information?

- Item specifics cannot be changed. Check you are using the correct sneaker model.
- e.g.: if you have a black and white colorway, you cannot select the red colorway and then adjust it.

You cannot change the category (i.e., change Mens Athletic Shoes to Womens Athletic shoes or vice versa).

How do I see the item specifics on this listing?

- Members can use preview listing to see the pre-filled item specifics from the eBay catalog.

I have a customized shoe. How do I add this information?

- You can add any customization call-outs in the description section of the listing.
- Alternatively, if you are listing a customized shoe, it is advisable to update the item specific information on desktop manually (as the catalog data cannot be adjusted to reflect the customization).

What happened to my auction options?

- There is no auction reserve, Auction + Buy It Now combined pricing, or auction duration < 7 days.
- If a seller needs to access these features, we recommend revising the draft on desktop web.

Some of my listing

features are not available. How do I access them? <ul> <li>You can't list QTY<1, have scheduled listings, or select local pick-up.</li> <li>Handling time is defaulted to 3 days and cannot be edited.</li> <li>If you need access these features, we recommend updating the listing on desktop manually.</li> </ul> I started a listing in the simplified listing flow, but now I no longer see it. What happened? <ul> <li>Depending on your listing behavior, you may have been returned to the old flow.</li> <li>Scenarios where this many happen include: <ul> <li>Resuming the draft on desktop web listing tool and listing from there.</li> <li>Revising the draft on desktop web listing tool and listing from there.</li> </ul> </li> <li>Sell similar listing will always revert to the old flow.</li> <li>If you start a new listing with an eligible shoe on native app, you will continue to see the simplified listing flow</li> </ul> <a id="cgq" name="cgq"></a>IMAGE GUIDANCE FLOW QUESTIONS (SELLER QUESTIONS - SNEAKERS) To ensure that buyers have a consistent experience when purchasing, we have made some changes regarding listing requirements for sneakers What's changing? <ul> <li>Starting November 2023, sellers are required to add at least 5 photos when creating new sneakers listings.</li> <li>By adding more photos to your sneakers listings, you'll likely see an increase in customer satisfaction and a decrease in significantly not as described (SNAD) rate.</li> <li>Any New in Box listings that match to an item in our product library are excluded from this change and only requires 1 photo to list.</li> </ul> What are the photo requirements for sneakers? <ul> <li>When listing for Mens and Womens sneakers, sellers will be required to provide at least 5 photos on their listing for shoes listed in any condition OTHER than New with Box</li> <li>This will be for new and relisted listings across single listing tools such as the SYI form (API, BLING and revisions will be excluded initially).</li> <li>New with Box: <ul> <li>Any New with Box listings that match to an item in our product library are excluded from this change and only require 1 photo to list.</li>

<li>New With Box listings that do not match to the catalog will result in 5 photos being required.</li> </ul> </li> <li>New with Defects, New without Box, Preowned:<ul> <li>Sellers will be required to provide at least 5 photos to list. </li> </ul> </li> </ul> What is best practice for taking these photos? <ul> <li>Ensure that you capture any defects including tears in the box and any anomalies on the shoe, etc.</li> <li>If using stock images or screenshots, all original accessories (laces, keychains, bags, etc.) must be included.</li> <li>If taking your own photos, everything pictured will be assumed included.</li> <li>Accurate documentation & photographs will ensure your item can flow through the authentication process smoothly.</li> </ul> What information is important to include when listing my sneakers? <ul> <li>Select the appropriate Item Condition when you list your sneakers for sale:<ul> <li>New with Box <ul> <li>A brand new, unused, and unworn item in the original packaging (such as the original box). If using stock images or screenshots, all original accessories (laces, keychains, bags, etc.) must be included. If taking your own photos, everything pictured will be assumed included.</li> </ul> </li> <li>New without Box <ul> <li>A brand new, unused, and unworn item that is not in original packaging or may be missing original packaging materials (such as the original box). For example, new shoes (with absolutely no signs of wear) that are no longer in their original box fall into this category.</li> </ul> </li> <li>New with Defects <ul> <li>A brand new, unused item. Possible imperfections range from color variations to scuffs, cuts or nicks that occasionally occur during the manufacturing or delivery process. This also includes natural yellowing due to age. The item may be missing the original packaging materials or accessories (such as original box or laces). New factory seconds and/or new samples may fall into this category. Ensure all defects are photographed and noted in the description.</li> </ul> </li> <li>Pre-Owned <ul> <li>An item that has been used, worn or showing signs of wear to the outsole, insole and/or lining of the shoe. The item may be missing the original packaging materials or accessories (such as original box or laces). Ensure all wear is captured in the photos

and noted in the description.

- When filling out your item specifics, it is important to select the brand, model, style code, and size so the listings can be properly cataloged.
- Accurately describe your item in detail and take as many photographs as needed.

<a id="manageds"></a>

Is the buyer or seller charged a fee for Authenticity Guarantee?

- Through the Authenticity Guarantee service, eBay covers the cost of authentication.
- Buyers will be charged a \$14.95 flat shipping fee for sneakers going through Authentication Guarantee.
- CA buyers will be charged a flat \$30 USD
- AU buyers will be charged \$45 USD.

This amount is paid to eBay for shipping, handling, and secure delivery from an authentication center to you.

Is the buyer or seller charged a fee for Authenticity Guarantee? (sneakers)

- Through the Authenticity Guarantee service, eBay covers the cost of authentication.
- US buyers are charged a \$14.95 flat shipping fee for sneakers going through Authentication Guarantee.
- CA buyers (are charged a flat \$30 USD (US to CA transactions).
- AU buyers are charged \$45 USD (US to AU transactions).

This amount is paid to eBay for shipping, handling, and secure delivery from an authentication center to you.

What is the managed shipping process? (sneakers)

- When buyers checkout, they are charged a flat \$14.95 fee for shipping.
- CA buyers are charged a flat \$30 USD and AU buyers are charged \$45 USD (US to CA/AU transactions only).
- Sellers will then receive a prepaid FedEx eBay label to send their items to the authenticator.
- How will a seller know if their sneakers qualify for eBay managed shipping?
- A listing will only be eligible for a free eBay managed shipping label if it qualifies for AG within the listing flow when the seller is creating the listing. This regardless of whether the seller chooses fixed price or auction.
- Good Til Canceled (GTC) listings that were listed prior to EMS label eligibility will need to be

revised or relisted to show EMS label eligibility. If a member is not seeing EMS label eligibility on a GTC listing, have the member revise/relist so this will appear on their listing.

If the item doesn't show as eligible for an eBay managed shipping label while the seller is creating the listing, it will not be eligible for a free label at any future point.

Example: A member lists sneakers for auction for \$50 and the listing does not show eligibility for eBay managed shipping. If the sneakers sell for \$200 they will still not be eligible for eBay managed shipping.

For auctions, sellers can be advised to add in a BIN price of \$150+ so that they can secure the AG badge/eBay managed shipping in listing flow regardless of starting or selling price.

See [https://cskb.qa.ebay.com/library/EBAY/1730\\_GUIDE/Sneakers%20montetisation.png](https://cskb.qa.ebay.com/library/EBAY/1730_GUIDE/Sneakers%20montetisation.png) screenshot of transaction where seller is receiving a free label from eBay.

Internal information: Some items may show eBay managed shipping labels, but are not AG eligible. This is intentional. There are some instances where an item may fall out of AG eligibility at checkout.

Guided Judgment accounts for these when it comes to member claims, and members should still use the eBay managed shipping label.

Why was my Good Til Canceled (GTC) listing ended? (listing not revised to show EMS label eligibility)

Good Til Canceled (GTC) listings that have not been revised to show EMS label eligibility will be non-renewed.

When a listing is non-renewed, it will go to the sellers unsold folder for them to update prior to relisting.

When the seller goes to relist, it should automatically update the domestic shipping service to eBay shipping via FedEx.

Sellers will also want to make sure they have removed any references to shipping services or free shipping from listing titles.

Does this apply to CA domestic transactions or only CA buyers purchasing from the US?

eBay's managed shipping process is only for US to CA transactions at this time, not domestic CA transactions.

Can buyers ship to a PO

Box with sneakers managed shipping?&nbsp; &lt;/ul> &lt;/li>Yes. For orders that go through our new sneakers managed shipping process, buyers will be able to have sneakers shipped to a PO Box.&lt;/li> &lt;/ul> Can buyers ship to Puerto Rico with the new sneakers managed shipping? (sneakers) &lt;/ul> &lt;/li>Authenticated sneakers may be shipped to buyers in Puerto Rico.&lt;/li> &lt;/ul> Can buyers ship to an APO/FPO Address with the&nbsp;managed shipping process? &lt;/ul> &lt;/li>At this time, APO and FPO addresses are not eligible for sneakers Authenticity Guarantee.&lt;/li> &lt;/ul> Buyer: Why am I being charged for shipping?&nbsp;(sneakers) &lt;/ul> &lt;/li>We have updated the shipping process for sneakers through Authenticity Guarantee to create a consistent experience.&lt;/li> &lt;/li>Within the US, no matter where you are or your seller is located, you will be charged a flat fee of \$14.95 to have your sneakers delivered directly to you after authentication.&lt;/li> &lt;/ul> Buyer: Why is my shipping costing \$14.95 (managed shipping)? &lt;/ul> &lt;/li>We have aligned shipping costs and processes with other competitors in the sneaker market.&lt;/li> &lt;/li>By charging a flat&nbsp;\$14.95 shipping fee we can provide consistent purchasing and shipping experiences.&lt;/li> &lt;/ul> Buyer: I live on the other side of the country from the seller, will I be charged more in shipping (managed shipping)? &lt;/ul> &lt;/li>You will not be charged more for shipping. The cost for shipping is \$14.95 no matter your location,&nbsp;including AK and&nbsp;HI.&lt;/li> &lt;/ul> Buyer: What is the shipping cost for CA and AU, buying from US sellers&nbsp;(managed shipping)? &lt;/ul> &lt;/li>CA buyers will be charged a flat \$30 USD and AU buyers will be charged \$45 USD.&lt;/li> &lt;/ul> Buyer: Since youre charging me a flat shipping rate, how are you shipping my sneakers (managed shipping)? &lt;/ul> &lt;/li>The shipping method we use may vary depending on what option will provide the most efficient tracking and delivery options.&lt;/li> &lt;/ul> Buyer: Since eBay is handling the shipping, can I call to have you change my address (managed shipping)? &lt;/ul> &lt;/li>No, the address at checkout is the address we are able to ship to after authentication.&lt;/li> &lt;/li>We are unable to change the delivery address.&lt;/li> &lt;/ul> Buyer: I had a case opened and closed/ my order was

canceled, will I be refunded the buyer shipping fee (managed shipping)?

- Buyers will be refunded automatically in the following situations:
- eBay label used: INR case by buyer is granted and the buyer is paid out
- SNAD claim and item is authenticated on return leg
- SNAD claim and there is a return delivery scan
- If the transaction is canceled
- Non eBay label
- INR case by buyer is granted and the buyer is paid out
- SNAD claim and item is authenticated on return leg
- SNAD claim and there is a return delivery scan

Buyers will NOT be refunded in the following scenarios:

- Seller issues a partial refund (seller initiated refund)
- Buyer files a chargeback

Seller: Why am I unable to charge for shipping (managed shipping)?

- For sneakers that go through Authenticity Guarantee, eBay charges the buyer a flat shipping fee.
- You will receive a shipping label from eBay at no cost to you, to ship the sneakers to an eBay authentication center once the buyer has paid for the sneakers.

Seller: Why am I unable to offer free shipping (managed shipping)?

- For sneakers that go through Authenticity Guarantee, eBay charges the buyer a flat shipping fee.
- You will receive a shipping label from eBay at no cost to you, to ship the sneakers to an eBay authentication center once the buyer has paid for the sneakers.

Seller: How do I know my item will be sold using eBay shipping (managed shipping)?

- When listing your item, the listing will display as follows if it is eligible.
- You will not be prompted to enter in specific shipping information (carrier, etc).
- See [https://cskb.qa.ebay.com/library/EBAY/1730\\_GUIDE/Sneakers%20montetisation.png](https://cskb.qa.ebay.com/library/EBAY/1730_GUIDE/Sneakers%20montetisation.png) of purchase experience.

Seller: Will I be charged a final value fee on the shipping cost the buyer pays when eBay charges them for shipping?

- No, you will not be charged a final value fee on the shipping cost when an order goes through eBay Shipping.

Seller: Will



promoted listings ad fees include in its calculation, the eBay shipping fee being charged to buyers?

- No, the shipping cost when an order goes through eBay Shipping will not be part of the promoted listings ad fees calculation.

**Seller:** Why is eBay giving me a free shipping label (managed shipping)?

- eBay shipping labels create more consistency in pricing and shipping times for both buyers and sellers.
- That means buyers get their order delivered faster and sellers can easily print an eBay shipping label and drop off a package at a nearby shipping carrier.

**Seller:** Do I have to use this label (managed shipping)?

- No, but you will have to pay for an alternative shipping service. When you print free shipping labels through eBay, tracking details are automatically sent to your buyer and your shipment is covered in the event it's damaged or lost in transit.
- Note: Even if you are using an API that includes a seller specified shipping cost in the listing (to be paid by buyer), they will not receive this from the buyer.

**Seller:** Can I use the same free shipping label for all the sneakers sold in a single order (managed shipping)?

- If the buyer purchased more than one pair of the same sneakers, these will come through in a single order.
- You should be able to fit them in one box and send it out with the free shipping label, as long as the box is under the maximum weight and dimensions specified on the Ship your item page.
- If you need to use a second box, get an additional free label choosing Print another label against the order.

**Seller:** How can I print a packing slip (managed shipping)?

- After you create a shipping label, you can print a packing slip from the Shipping labels page. You can also print a packing slip in My eBay or Seller Hub.
- NOTE: The packing slips are currently not downloadable through APIs for now. Members will need to go through My eBay or Seller Hub.

**Seller:** How do I schedule a pickup (managed shipping)?

- If you'd like to schedule a pickup, you have several options for the major carriers in the US. FedEx offers a range of options such as FedEx Office, FedEx Drop Box, and other third-party locations

where you can drop off packages.</li> </ul>If you have a FedEx account for your business, you can also schedule package pickup.</li> </ul>

**Seller:** Why am I not seeing the eBay shipping options (managed shipping)? </ul> </li>If you're using the eBay app, make sure you are using the latest app version when listing.</li> </ul>You will also be able to see these options using mobile web or on a desktop.</li> </ul>

**Seller:** Can I change the shipping service or add additional shipping options (managed shipping)? </ul> </li>At this time, you can't change the shipping service or add additional shipping options for orders sent through eBay shipping.</li> </ul>

**Seller:** I used to be able to select handling time longer than 3 days, but cannot anymore. Why (managed shipping)? </ul> </li>We want to provide a consistent experience for our buyers.</li> </ul>Since eBay is providing the shipping label, we ask that you limit handling time to 0-3 days to ensure that buyers receive their order quickly and we are able to estimate their delivery date accurately.</li> </ul>

**Seller:** What if I ship the item after the "ship by" date (managed shipping)? </ul> </li>To meet the handling time in your listing, remember to ship the item on or before the "ship by" date to avoid a defect or late shipment.</li> </ul>

**Seller:** Can I sell pre-order sneakers and use managed shipping? </ul> </li>As long as you can meet the stated 3 day or less handling time, you can list pre-orders.</li> </ul>

**Seller:** When I sell my item, where am I shipping it to (managed shipping)? </ul> </li>eBay will provide you with the address of an authentication center along with the buyer's name and a unique ID number.</li> </ul>When using eBay's free label, the address and unique ID will automatically be issued on the label itself.</li> </ul>Once your item is verified and inspected, it will be forwarded on to the buyer's address at no cost to you.</li> </ul>

**Seller:** What happens if I use managed shipping and my item is damaged in transit? </ul> </li>If you use the eBay shipping label and your item arrives at the authenticator damaged, eBay will refund the buyer and pay the seller for the damaged item.</li> </ul>The damaged item will remain with the authenticator and not be returned to the seller.</li> </ul>

**Teammate:** How can I see

that an order used eBay shipping, not shipping specified by the seller? <ul> <li>In the billing views or AD order views, these will show as   eBay\_Managed\_Shipping Under OMS Programs:</li> </ul>  Teammate: When do I issue a manual buyer fee credit? <ul> <li>If there was a bug that resulted in the buyer not getting the credit as per normal process.</li> <li>Buyer participated in a promotional buyer fee credit program that they did not receive credit for.</li> </ul> Teammate: How do I issue a manual buyer fee credit if it qualifies? <ul> <li>Send a request to Back Office to request a credit - similar to the Expert Verification Credit process.</li> </ul> Teammate: How do I know that a seller is part of managed shipping? <ul> <li>Sellers will see the new FedEx shipping changes when they create new or revise existing listings.</li> </ul> Teammate: How do I know when an item will be sold using eBay Managed Shipping? <ul> <li>When listing an item, the listing will display if it is eligible as shown in the screenshot below. You will not be prompted to enter specific shipping information (carrier, etc.).</li> </ul>  <ul> <li>Business policies view: Members will still their business policies, but the listing will indicate if the item qualifies for eBay Managed Shipping. Members can select any shipping option, but the member's option will be overridden by eBay Managed Shipping.</li> </ul>  <ul> <li>Members will still see their policies to choose from, but we will indicate that the policy may be overridden and the listing will show "eBay shipping via FedEx" if it qualifies.</li> </ul>  <a name="teaquesne"></a>TEAMMATE QUESTIONS (SNEAKERS) What are some key terms I should know to describe sneakers? <ul> <li>See <a href="https://cskb.qa.ebay.com/library/EBAY/1730\_GUIDE/sneaker%20anatomy.png"

target="\_blank">Anatomy of a sneaker</a> for some key terms when discussing parts of a sneaker with members.</li> </li></ul>Add Size Conversion Chart link here: </li></ul></li></ul></a>

href="https://ebayinc-my.sharepoint.com/:o:/g/personal/eljensen\_ebay\_com/EvcUvERY9oNEvDeFqXwzbL0B\_pgtOHaSf6Gx0lhowhoP0A">https://ebayinc-my.sharepoint.com/:o:/g/personal/eljensen\_ebay\_com/EvcUvERY9oNEvDeFqXwzbL0B\_pgtOHaSf6Gx0lhowhoP0A</a></li></ul>

</li></ul> </li></ul>Common sneaker defects: </li></ul> </li></ul>Excess glue, wax or oil</li></ul> </li></ul>Degumming or weak cementing</li></ul> </li></ul>Abrasion marks</li></ul> </li></ul>Asymmetry in shoes</li></ul> </li></ul>Incorrect sizing</li></ul> </li></ul>Box damage</li></ul> </li></ul> </li></ul>What should I know about authenticating pre-owned shoes? </li></ul> </li></ul>See our </li></ul></a>

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1810&ViewLocale=en\_US#sneakerprocess">checklist</a> for what the authenticator will look for to determine if an item passes or fails.</li></ul> Are 'potential SNADS' (PSNADS) allowed? Can we contact the buyer about a small issue with the item/description? </li></ul> </li></ul>See </li></ul></a>

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1810&ViewLocale=en\_US#sneakerspsnaddi">Detailed Information</a> for details of PSNAD pilot program for sneakers.</li></ul> How does Canadian Authenticity Guarantee for Sneakers (CA Domestic) work? </li></ul> </li></ul>See </li></ul></a>

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1810&ViewLocale=en\_US#sneakercanada">here</a> for Canada sellers of sneakers.</li></ul> </li></ul></li></ul></a>

id="streetweartps" name="streetweartps">STREETWEAR</h2> THIS SECTION CONTAINS </li></ul> </li></ul></a>

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1810&ViewLocale=en\_US#genquestr">GENERAL QUESTIONS</a></li></ul> </li></ul></a>



resulting in higher sale and resale values.

When did Authenticity Guarantee for Streetwear launch?

The public launch of Authenticity Guarantee for streetwear was June 21, 2023. At this point, all sellers of eligible items were included.

Additional brands will be added on a phased basis after this.

Why is eBay authenticating streetwear?

Luxury, status, hype and limited edition branded streetwear have generated the opportunity for authentication to confirm to buyers they are receiving the genuine item.

What streetwear items are eligible for Authenticity Guarantee?

See [https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#streetelig](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#streetelig) for eligibility details in Detailed Information.

What streetwear brands are eligible for Authenticity Guarantee?

See [https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#brandstr](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#brandstr) for brands eligible for Authenticity Guarantee in Detailed Information.

Why is eBay not authenticating [NON ELIGIBLE] brand?

We will continue to add new brands as our Authenticity Guarantee service for streetwear grows.

Is there another authenticated brand that interests you?

Are new and pre-owned streetwear items eligible for Authenticity Guarantee?

Yes. New and pre-owned streetwear items are eligible for Authenticity Guarantee as long as the item has not been customized.

Do buyers and sellers need to be in the US to avail of Authenticity Guarantee for streetwear?

See [https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#streetloc](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#streetloc) for location eligibility in Detailed Information.

Who is the authenticator?

Our authenticators come from authentication backgrounds at luxury/streetwear resale marketplaces and bring a wealth of experience and

knowledge to their role.</li> </ul> Where is the authenticator located? </ul>

</li>The streetwear authentication hub is in New Jersey.</li> </ul> Internal information:

</ul> </li>The streetwear authentication hub is SneakerCon. The name and full address should not be disclosed to the member.</li> </ul> Is the buyer or seller charged a fee for Authenticity Guarantee? </ul> </li>No.</li> </ul> Does the standard of authentication change according to price point, condition, or brand? </ul>

</li>The same standard of authentication is used across all brands, price points and conditions.</li> </ul> What categories are included and excluded from streetwear Authenticity Guarantee? </ul> </li>Currently, the program only applies to Mens and Womens Clothing.</li> </ul> Is there a minimum / maximum price point for streetwear? </ul> </li>\$200 minimum, \$10,000,000 maximum. \$750+ will require a signature upon delivery.</li> </ul> How is streetwear authenticated? </ul> </li>For streetwear, the authenticator: </ul> </li>Verifies that the contents are consistent with listing details.</li> </ul> </li>Undertakes a multi-point, physical inspection for authenticity. This process includes thorough physical inspection of the garments structure, materials, tags, and logos.</li> </ul> </li>Reviews packaging and accessories for authenticity.</li> </ul> </li>Attaches an eBay Authenticity Guarantee NFC-enabled tag to the garment, which is programmed with the unique details of each product.</li> </ul> </li> </li>See <a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1810&ViewLocale=en\_US#streetwearcondition">detailed information</a> for issues that might prevent an item from passing authentication.</li> </ul> Is there a standardized size conversion chart to refer to when listing or buying an item (EU/UK/NA sizing?) </ul> </li>Since every brand has different sizing standards, we recommend checking the brand chart directly to ensure fit.</li> </ul> Are customized streetwear items allowed? </ul> </li>Customized streetwear items are not authenticated.</li> </ul> </li>The customized streetwear item will be checked against listing details for SNAD but it will not be authenticated.</li>

</ul> Can multiple streetwear items be processed through a single Authenticity Guarantee order? </ul> <li>Multiple units of identical items (same item/size/color etc) can be authenticated and will be delivered to the buyer as a single order.</li> <li>Multiple related items (different SKU/size/color) in single order will be separated at the AG hub. Sellers should fulfil these orders separately.</li>

<a id="buyquestr" name="buyquestr"></a> BUYER QUESTIONS (STREETWEAR) How is authentication confirmed to me? </ul> <li>When an item passes our authentication process, then the authenticator logs the item in an internal system, assigns a QR code to that item and physically tags the item with a plastic hangtag with a QR code on it.</li> <li>The buyer can scan the QR code affixed to the item to learn more about the authentication process and the hangtag acts as proof of authenticity. If the tag is removed, the item loses proof of authenticity.</li> <li>See key visuals for streetwear Authenticity Guarantee for more.</li> </ul> This item is not authentic! How did it pass authentication? </ul> <li>Were sorry to hear about your concern that the item you received is not authentic.</li> <li>At eBay, we stand by our Authenticity Guarantee and want to make sure you receive the service you deserve.</li> <li>Can you please give us more details on what makes you question the authenticity of the item you received?</li> </ul> Can I return this item of streetwear? </ul> <li>Please refer to the listing and check the return policy of the seller for your particular item.</li> <li>As a reminder, we don't accept returns on items if the Authenticity Guarantee tag has been removed.</li> <li>If the item is final sale, you won't be able to return the item.</li> </ul> Will Authenticity Guarantee streetwear items be cleaned by the authenticator? </ul> <li>No.</li> </ul> My item is the wrong size! I know it says medium but its a large. Can I return it? </ul> <li>If the listing says M but the item says L we would facilitate return to seller as it is not as described.</li> <li>If the item is listed as a Medium, says M on the tag, but you feel it fits like a large, this item would be as



described.

- Since every brand has different sizing standards, we recommend checking the brand chart directly to ensure fit.

Why can't I open a return for this streetwear item? (Final sale)

- Final sale is a policy where sellers do not offer returns.
- Their items have passed our trusted authenticators inspection for authenticity and condition to make sure they match the listing description.

See a

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

- This streetwear item isn't what I want. What now? (Final sale)
- The item was thoroughly inspected by our expert authenticators for authenticity and condition against item listing details and images.
- The seller also doesn't accept returns for this item so it is considered final sale.
- We would recommend relisting the item on eBay.

You can scan the authentication tag to start your listing using our mobile app.

See a

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

[SELLER QUESTIONS \(STREETWEAR\)](#) Why can't I opt out of Authenticity Guarantee?

- Authentication is now a requirement for eligible items of streetwear.
- I am listing a collab item (example North Face x Supreme) but I can only enter in one brand, will I be able to enter multiple brands?
- We are currently working on this feature and hoping to launch 2 brands on a single listing later this year.
- Why isn't my collab item getting the AG badge? (Example: why isn't my \$200+ North Face x Supreme collab getting the AG badge when you authenticate Supreme?)
- At launch, we will only allow sellers to fill in one of the products brands.
- In the North Face x Supreme example, if North Face is the listings brand, it will not trigger the Authenticity Guarantee badging.
- If the seller changes the brand on the listing to Supreme (the AG eligible brand) it will show the Authenticity Guarantee badging.

</ul> </li> </ul> I meet all the criteria, but my items still aren't showing Authenticity Guarantee? <ul> </li> If the item does not have Authenticity Guarantee program badging, it did not meet one of the criteria to be in the program.</li> </li> The authenticity guarantee badge is decided based on the item details.</li> </li> All items in relevant categories that meet the program criteria will be included. Please check to make sure that you have the item listed with an eligible brand and no misspellings.</li> </li> There is no way to opt in or opt out of the program.</li> </li> Items with a Buy It Now price or Auction start price at or above the threshold are automatically included. <ul> </li> For Auction listings, we will use an algorithm-based approach to include items expected to sell above the threshold, once the item is above the price threshold, it should show AG badging.</li> </ul> </li> </li> Customized items are not covered in this program.</li> </li> Only domestic transactions are covered by this program. Item must be located in the US, and the buyer shipping address must be in US (50 states).</li> </ul> I have a customized streetwear. How do I add this information? <ul> </li> You can add any customization call-outs in the description section of the listing.</li> </ul> <a id="teaquest" name="teaquest"></a>TM QUESTIONS (STREETWEAR)   What are some key terms I should know to describe streetwear? Internal information: <ul> </li> NSS Magazine has the following <a href="https://www.nssmag.com/en/fashion/17986/words-streetwear">A-Z of streetwear terms</a> which may assist you in conversations around streetwear.</li> </li></ul><https: 17986="" en="" fashion="" words-streetwear="" www.nssmag.com="">Note: eBay is not responsible for and has no control over the accuracy of the contents of this external site. </https:></li> </ul> How are Authenticity Guarantee streetwear items tagged? <ul> </li> See these images <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1810&ViewLocale=en\_US#streetwearvisuals">packaging and NFT tags </a>for examples.</li> </ul> Are there common streetwear defects we may see? <ul> </li> Sometimes new products

come with defects such as, odor, stains, rips.</li> <li>Other common issues are missing accessories, defects with craftsmanship such as; neck tag missing or not stitched accordingly, seeing double wash tags, uneven hems/seams etc.</li> <li>Also, wrong accessories for the product.</li> </ul>

Why would a streetwear item fail authenticity? <ul> <li>The authenticators have expertise and know what real looks like.</li> <li>Its a case by case basis but the authenticators look closely at the trims on the garment, any accessories that might come with it, spelling, color correctness etc.</li> <li>See <a href="https://cskb.qa.ebay.com/csxbapp/art?page\_content&id=GUIDE1810&ViewLocale=en\_US#streetwearcondition">detailed information</a> for key reasons an item would not pass authentication.</li> </ul>

Will all&nbsp;streetwear contacts above the price point be handled by the&nbsp;Authenticity Guarantee&nbsp;team, or only those with Authenticity Guarantee&nbsp;badging? <ul> <li>Only AG tagged streetwear items that qualify will be handled by the Authenticity Guarantee team.&nbsp;</li> <li>All non AG streetwear items will be handled by normal customer support</li> </ul>

Will streetwear use the Simplified/Shelby listing flow? <ul> <li>Not at this point. It is expected to&nbsp;be implemented at a later point (TBC).</li> </ul>

Are there any excluded keywords from&nbsp;streetwear Authenticity Guarantee? <ul> <li>AG streetwear is currently apparel only. </li> <li>Accessories (hats, backpacks, belts, etc.) are not included at this point.</li> </ul> </li> </ul>

Are 'potential SNADS' (PSNADS) allowed? Can we contact the buyer about a small issue with the item/description? <ul> <li>Yes, all items eligible for Streetwear Authenticity Guarantee are eligible for PSNAD.</li> <li>A potential SNAD (PSNAD) is a minor difference or detail of the item which was not stated in the listing, such as, but not limited to: <ul> <li>There is small damage or wear not disclosed in the listing.</li> <li>The item is a different size than the size listed.</li> <li>There are missing accessories.</li> <li>The item is missing the box/original packaging.</li> </ul> </li> </ul>

How does Streetwear PSNAD Automation work? <ul>

US Streetwear PSNADs are now managed in an automated process.

Buyers receive the photos and descriptions of any discrepancies directly through their app or purchase history.

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.

If a seller wants to offer a partial refund, a buyer will first need to accept the PSNAD, then the seller can refund through the order details page.

## GUIDE.DETAILED\_INFORMATION

[https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#detsne](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#detsne)> Sneakers

[https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1810&ViewLocale=en\\_US#detstr](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1810&ViewLocale=en_US#detstr)> Streetwear

Detailed information: sneakers vertical

Eligibility for Authenticity Guarantee (sneakers)

The below information is detailed info regarding the US and the CA Authenticity Guarantee program for sneakers.

For AU Authenticity Guarantee, please visit [https://cskbapp/art?page=content&id=GUIDE1730&curPage=art&prevPage=art&viewlocale=en\\_AU](https://cskbapp/art?page=content&id=GUIDE1730&curPage=art&prevPage=art&viewlocale=en_AU)> GUIDE1730 in the AU locale.

<li>New and pre-owned collectable sneakers are eligible for the Authenticity Guarantee program.</li> <li>When authenticity is confirmed, the item is sent to the buyer.</li> <li>A dedicated CS team handles Authenticity Guarantee transactions.</li> <li>Sneakers eligibility is determined at the model level within a robust list of brands to ensure the most in-demand sneakers bought and sold on eBay are included.</li><ul> <li>US and CA: Sneakers in the Mens or Womens Trainers categories or Kids' Shoes categories (Boys, Girls, Baby or Unisex)</li> are eligible.</li> <li>US: Sneakers priced starting at \$75 are eligible (\$100 for sneakers in<li>baby shoes category).</li> <li>CA:<li>Sneakers priced starting at CA\$150<li>are eligible.</li></ul> <li>Items specified as customized will not be authenticated.</li><li>Customized is defined as shoes that have been modified from their original state.</li><li>Examples of this include shoes with personalized elements, custom artwork, or any modifications that did not come with the original sneaker.</li></ul> <li>Listings that offer only local pickup or items shipped to<li>military addresses will not be eligible for Authenticity Guarantee.</li> <li>Any item purchased using an offline payment method will not be eligible for Authenticity Guarantee.</li> <li>Accessories such as laces will not be authenticated but will be checked for SNAD.</li> <li>Lots or groups of sneakers sold together are not eligible for Authenticity Guarantee.</li></ul> <a id="sneakerloc" name="sneakerloc"></a>Location eligibility <ul> <li>Buyers in the following countries are<li>eligible to purchase sneakers from a US seller through the US Authenticity Guarantee program:</li><ul> <li>Canada</li> <li>Australia</li></ul> </ul> <li>See<li><a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1800">eMBG and Authenticity Guarantee</a><li>for general and regional specific eligibility requirements.</li></ul> <ul> <li><a id="USDAG"

name="USDAG"></a>US Authenticity Guarantee (Seller located in the US) <ul>  
<li>Sneakers must be located in the US (50 states and Puerto Rico) to be eligible for the US Authenticity Guarantee with the exception of selected APAC sellers.</li> <li>We have invited selected B2C sellers in APAC to begin selling inventory through our US Authenticity Guarantee program: <ul> <li>club\_sneaker</li> <li>hypex-official-store</li> <li>mxcltd</li> <li>hypexhk</li> <li>mtsneakers</li> <li>rrinve\_0</li> <li>sneakerzwj</li> </ul> </li> </ul> Buyers in the US, CA, and AU are able to purchase sneakers through AG from US sellers (not including APAC pilot sellers)</li> </ul> APAC Sneakers Pilot to US:<ul> <li>Price: USD \$100-\$800</li> <li>Individual item price points are under \$800 so they should not be subject to customs but we cannot guarantee this.</li> <li>If an order has multiple items whose total value exceeds \$800 it will likely be subject to customs charges.</li> <li>As a general reminder <ul> <li>International shipment of items may be subject to customs processing and additional charges.</li> <li>Sellers should declare the items customs value and must comply with customs declaration laws.</li> <li>Buyers should be aware of standard issues that can apply to imported items:<ul> <li>delays due to customs inspection</li> <li>import duties and taxes that buyers must pay</li> </ul> </li> </ul> </li></a id="CADAG" name="CADAG"></a>CA Authenticity Guarantee (Seller located in CA)<ul> <li>Sneakers located in CA are available for buyers in the US to purchase</li> <li>Sneakers must be located in CA and listed on ebay.ca (not CAFR) or eBay.com to be eligible for the CA Authenticity Guarantee</li> <li>Only buyers in CA and the US shopping on ebay.ca (not CAFR) or eBay.com will be able to purchase sneakers through AG from CA sellers</li> </ul> </li> </ul> <a id="brandc" name="brandc"></a>Brands and conditions (sneakers - US) <ul> <li>Select models in the following robust brands will be eligible for Authenticity Guarantee : <ul> <li>

&lt;/li&gt;A bathing ape&lt;/li&gt; &lt;/li&gt;Adidas&lt;/li&gt; &lt;/li&gt;Alexander McQueen&lt;/li&gt;  
&lt;/li&gt;Alexander Wang&lt;/li&gt; &lt;/li&gt;Asics&lt;/li&gt; &lt;/li&gt;Balenciaga&lt;/li&gt;  
&lt;/li&gt;Burberry&lt;/li&gt; &lt;/li&gt;Buscemi&lt;/li&gt; &lt;/li&gt;Chanel&lt;/li&gt; &lt;/li&gt;Christian  
Louboutin&lt;/li&gt; &lt;/li&gt;Converse&lt;/li&gt; &lt;/li&gt;Crocs&lt;/li&gt; &lt;/li&gt;Dior&lt;/li&gt;  
&lt;/li&gt;Dolce & Gabbana&lt;/li&gt; &lt;/li&gt;Fear of God&lt;/li&gt; &lt;/li&gt;Fendi&lt;/li&gt;  
&lt;/li&gt;Giuseppe Zanotti&lt;/li&gt; &lt;/li&gt;Givenchy&lt;/li&gt; &lt;/li&gt;Golden Goose&lt;/li&gt;  
&lt;/li&gt;Gucci&lt;/li&gt; &lt;/li&gt;Hoka&lt;/li&gt; &lt;/li&gt;Jordans&lt;/li&gt; &lt;/li&gt;Louis  
Vuitton&lt;/li&gt; &lt;/li&gt;Maison Margiela&lt;/li&gt; &lt;/li&gt;MCM&lt;/li&gt; &lt;/li&gt;MSCHF&lt;/li&gt;  
&lt;/li&gt;New Balance&lt;/li&gt; &lt;/li&gt;Nike&lt;/li&gt; &lt;/li&gt;Off-White&lt;/li&gt; &lt;/li&gt;On  
Running&lt;/li&gt; &lt;/li&gt;Prada&lt;/li&gt; &lt;/li&gt;Puma&lt;/li&gt; &lt;/li&gt;Reebok&lt;/li&gt;  
&lt;/li&gt;RHUDE&lt;/li&gt; &lt;/li&gt;Rick Owens&lt;/li&gt; &lt;/li&gt;Saint Laurent&lt;/li&gt;  
&lt;/li&gt;Salomon&lt;/li&gt; &lt;/li&gt;Saucony&lt;/li&gt; &lt;/li&gt;Valentino&lt;/li&gt;  
&lt;/li&gt;Vans&lt;/li&gt; &lt;/li&gt;Versace&lt;/li&gt; &lt;/li&gt;Visvim&lt;/li&gt; &lt;/li&gt;Y-3&lt;/li&gt;  
&lt;/li&gt;YEEZY SEASON&lt;/li&gt; &lt;/li&gt;Yeezys&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;/ul&gt; &lt;/li&gt;  
&lt;/li&gt;NEW condition&lt;/li&gt; &lt;/li&gt;PRE-OWNED condition&lt;br&gt; &lt;br&gt; .&lt;/li&gt;  
&lt;/ul&gt; &lt;a id="sneakercanada" name="sneakercanada"&gt;&lt;/a&gt;Brands,&nbsp;conditions,  
authenticator&nbsp;(sneakers - CA) &lt;/ul&gt; &lt;/li&gt;The CA authenticator address is: &lt;/ul&gt;  
&lt;/li&gt;EAG-1 C/O&nbsp;&lt;buyer name&gt;&lt;/li&gt; &lt;/li&gt;16 Intermodal Dr.&nbsp; Unit  
16&lt;/li&gt; &lt;/li&gt;Brampton ON L6T 0E1&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;/li&gt;Sellers who are  
onboarded to Payments 2.0 will be eligible to utilize the CA Authenticity Guarantee program (sellers  
using PayPal or Payments 1.0 will not be eligible).&lt;/li&gt; &lt;/li&gt;CA Domestic eligibility  
requirements:&lt;br&gt; Select in-demand models from&nbsp;the following brands will be eligible for  
Authenticity Guarantee: &lt;/ul&gt; &lt;/li&gt;A bathing ape&lt;/li&gt; &lt;/li&gt;Adidas&lt;/li&gt;  
&lt;/li&gt;Alexander McQueen&lt;/li&gt; &lt;/li&gt;Alexander Wang&lt;/li&gt; &lt;/li&gt;Asics&lt;/li&gt;  
&lt;/li&gt;Balenciaga&lt;/li&gt; &lt;/li&gt;Burberry&lt;/li&gt; &lt;/li&gt;Buscemi&lt;/li&gt;  
&lt;/li&gt;Chanel&lt;/li&gt; &lt;/li&gt;Christian Louboutin&lt;/li&gt; &lt;/li&gt;Converse&lt;/li&gt;

<li>Crocs</li> <li>Dior</li> <li>Dolce & Gabbana</li> <li>Fear of God</li> <li>Fendi</li> <li>Giuseppe Zanotti</li> <li>Givenchy</li> <li>Golden Goose</li> <li>Gucci</li> <li>Hoka</li> <li>Jordans</li> <li>Louis Vuitton</li> <li>Maison Margiela</li> <li>MCM</li> <li>New Balance</li> <li>Nike</li> <li>Off-White</li> <li>On Running</li> <li>Prada</li> <li>Puma</li> <li>Reebok</li> <li>RHUDE</li> <li>Rick Owens</li> <li>Saint Laurent</li> <li>Salomon</li> <li>Valentino</li> <li>Vans</li> <li>Versace Visvim</li> <li>Y-3</li> <li>YEEZY SEASON</li> <li>Yeezys</li> </ul>

<li>NEW and PRE-OWNED condition</li> <li>Additional information:</li> <li>Items will not be visible to buyers on ebay.cafr</li> <li>If a buyer is trying to purchase an item for CA domestic AG from the eBay.cafr site, our system will no longer apply AG. You can see this info in Billing as Site Transaction ID 210.</li> </ul>

<a id="sneakerprocess" name="sneakerprocess">Authenticating pre-owned shoes</a>

To help aid in the Authentication process for pre-owned shoes, here are a few things that the Authenticator will look for to determine PASS or FAIL:<ul><li>Pre-owned Condition</li><li>Box</li><li>The following conditions for the box will PASS inspection:<ul><li>Damaged</li><li>Rips or holes</li><li>Faded color</li><li>Ageing signs</li></ul></li></ul>

The following conditions for the box will FAIL inspection:<ul><li>Crushed</li><li>Significantly creased</li><li>Stains/smudges/dirt</li><li>Packing tape remains</li></ul></li></ul>

The following conditions for the shoe will PASS inspection:<ul><li>2 or less minor manufacturer defects</li><li>Minor defects</li><li>Minor ageing and/or usage marks on inside and outside</li></ul>



Glue stains; Damage to embellishments/logo/brand;

Odor;

The following conditions for the shoe will FAIL inspection:

- Major manufacturer defects;
- Major defects;
- Major ageing and/or usage marks on inside and outside;
- Age markings underneath shoe;
- Cannot determine authenticity;

Accessories

If the lace threads are loose or have broken tips, the item will FAIL inspection;

Items that have been Altered/Incorrect

Box, Shoes, and Accessories

If any of the following alterations occur for the box, shoe, or accessories, the Authenticator will PASS inspection:

- Box inserts;
- 3rd party merchant stickers;
- Extra Soles;

If any of the following alterations occur for the box, shoe, or accessories, the Authenticator will PASS inspection:

- Brand logo/name/label;

Items that are missing

Box, Shoes, and Accessories

If any of the following conflict with the listing and are not included in the package, the item will PASS inspection:

- Box inserts;
- 3rd party merchant stickers;
- Extra Soles;

If any of the following conflict with the listing and are not included in the package, the item will FAIL Inspection:

- Original Box;
- Brand logo/name/label/tag;
- Labels and tags;
- The actual shoe itself is missing;
- Embellishments;
- Lace/s;
- Lace tips;
- Extra soles;

US sneaker exports through Authenticity Guarantee to CA and AU buyers

International shipment of items may be subject to customs processing and additional charges.

Sellers should declare the items customs value and must comply with customs declaration laws.

Buyers

should be aware of standard issues that can apply to imported items:

- delays due to customs inspection
- import duties and taxes that buyers must pay
- brokerage fees payable at the point of delivery.

When Canadian and Australian buyers can purchase sneakers from US sellers through the Authenticity Guarantee program.

How

It is important to note the differences in processes and policies related to CA and AU sneakers sold through the Authenticity Guarantee program:

- Exports to CA:
- eBay will only surface items that have final sale for Canadian buyers to purchase through Authenticity Guarantee.
- Final sale will apply for all returns purchased through AG exports to CA.
- The appeal reasons for final sale are still applicable for items sold through AG exports CA - please follow Guided Judgment.
- The situation is rare if you are required to manually create a label to send to the buyer so they can return the sneaker back to the expert authenticator.
- This process does not differ from the manual label process for sneakers over \$1,000.
- Exports to AU:
- Maximum sneakers price threshold for US exports to AU is US\$2500
- Final sale cannot occur in Australia.
- Any returns filed by the buyer are subject to AUs specific return policies.
- All sneakers being returned from the buyer will go to eBays Sydney office located here:
- 1 York Street, Level 18
- Sydney, NSW 2000
- Most cases will be handled by the AU CS Team, but for instances where this lands on one of the Verticals CS TMs, follow Guided Judgment.
- [id="sneakerexports" name="sneakerspsnaddi">](#)Potential SNADs (PSNADs) for sneakers
- All non-Top Star items regardless of price at the New Jersey or Las Vegas hubs are eligible for the PSNAD pilot test (beginning May 1, 2023 for NJ and September 5, 2023 for LV with end date TBC).
- For all PSNADS for this pilot, be sure to use [this form](https://forms.gle/cu8bGkjMQ8tBbj2j8).
- A potential

SNAD (PSNAD) is a minor difference or detail of the item which was not stated in the listing, such as:

- The tissue paper is missing from the box
- There is a small mark on the inside of the shoe (not highly visible but not stated in the listing)
- The item is listed as coming with a dust bag and the dust bag is missing
- The item is a different size than the size listed on the box
- There are missing accessories
- The item is missing the box

PSNAD

matrix

&a

href="https://docs.google.com/spreadsheets/d/1hamWBliY8C4W1QfKsnBvDwTKi0OWXZBC0Zdy6\_

h8M98/edit?usp=sharing">here

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 (the authenticator will also include images).

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)
- Accept the item with a partial refund
- 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.

Notes:

- After 3 days of reaching out to the buyer and no response, we will return the item to the seller and issue a full refund to the buyers original payment method.
- We will monitor the response rate during pilot to adjust process.

Sneakers shipped in sealed boxes

- While we wait for T&C to update, all sealed boxes will go through the PSNAD sneaker flow to ask the buyer if they want us to open and authenticate or pass through as miscat.

Detailed information:

streetwear <a id="streetelig" name="streetelig"></a>Eligibility&nbsp;for Authenticity Guarantee (streetwear) <ul> <li>New and pre-owned collectable streetwear&nbsp;is&nbsp;eligible for the Authenticity Guarantee program.</li> <li>When authenticity is confirmed, the item is sent to the buyer.</li> <li>A dedicated CS team handles Authenticity Guarantee transactions.</li> <li>Streetwear&nbsp;eligibility at launch&nbsp;is as follows: <ul> <li>Mens Clothing (Cat ID 1059)</li> <li>Womens Clothing (Cat ID 15724)</li> <li>Brands: See<a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1810&ViewLocale=en\_US#brandstr">brands</a>&nbsp;eligible for&nbsp;Authenticity Guarantee</li> <li>Price \$200+ (\$10,000,000 maximum)</li> <li>Condition = all</li> <li>Item and buyer location = US</li> </ul> <li>Out of Scope<ul> <li>All regions outside of US</li> <li>Fear of God Essentials (a budget brand of Fear of God)</li> <li>Customized</li> <li>Autographed/signed</li> <li>Lots or groups sold together</li> </ul> <li>Items specified as customized will not be authenticated. <ul> <li>Customized is defined as streetwear garments&nbsp;that have been modified from their original state.</li> <li>Examples of this include&nbsp;personalized elements, custom artwork, or any modifications that did not come with the original garment.&nbsp; &nbsp;</li> </ul> <li>Listings that offer only local pickup or items shipped to&nbsp;military addresses will not be eligible for Authenticity Guarantee.&nbsp;&nbsp;</li> <li>Any item purchased using an offline payment method will not be eligible for Authenticity Guarantee.&nbsp;&nbsp;</li> <li>Accessories&nbsp;will not be authenticated but will be checked for SNAD.</li> </ul> <a id="streetloc" name="streetloc"></a>Location eligibility <ul> <li>Item and buyer location is US (50 states)</li> </ul> &nbsp; &nbsp; &nbsp; &nbsp; <a id="brandstr" name="brandstr"></a>Brands and conditions (streetwear) <ul> <li>Garments in the

following brands will be eligible for Authenticity Guarantee: <ul> <li>Adidas</li>  
<li>Aime Leon Dore<em>ay lee-on door</em></li> <li>Alexander  
Wang</li> <li>Balenciaga <em>buh-len-see-aa-guh</em></li>  
<li>BAPE</li> <li>Burberry</li> <li>Cactus Plant Flea Market</li>  
<li>Chrome Hearts</li> <li>Comme des Garcons <em>comb-day  
garr-sawn</em></li> <li>Dior</li> <li>Eric Emanuel</li> <li>Fear of  
God</li> <li>Fendi</li> <li>Givenchy  
z<em>hee·VAWN·shee</em></li> <li>Gucci</li> <li>Louis  
Vuitton</li> <li>Jordan</li> <li>Kith</li> <li>Nike</li>  
<li>Off-White</li> <li>Ovo</li> <li>Palace</li> <li>Palm  
Angels</li> <li>Prada</li> <li>Raf Simons</li> <li>Rhude</li>  
<li>Stone Island</li> <li>Supreme</li> <li>Versace</li>  
<li>Vetement<em>vet-mah</em></li> <li>Visvim</li> </ul>  
<li>NEW condition</li> <li>PRE-OWNED condition<br> </li>  
</ul> <a id="streetwearcondition"

name="streetwearcondition"></a> <br> Streetwear authentication checklist <br>

The following garment or packaging conditions, if conflicting with the listing information, could result in a failed Authenticity Guarantee check:<br> <br> Garment condition: <ul>  
<li>The item has odor, i.e., smoke odor, mold, etc</li> <li>The item has factory flaws, i.e., manufacturer defect that is not in description or photos</li> <li>The item has missing accessories / items that weren't disclosed in description or photos</li> <li>The item has flaws, i.e., missing button, broken zipper, peeling of wording on items</li> <li>The item has been customized, restored, or re-painted</li> <li>The item has been altered in a way that wasn't disclosed in description or photos</li> <li>The item has yellowing, aging, or discoloration that wasn't disclosed in description or photos</li> <li>The item is used and was listed as new</li> <li>The item is more worn than described</li> <li>The item

is a sample (one-off products sent from a manufacturer to a designer) that wasn't disclosed in description or photos</li> </li>The item is missing size tags / indication of the size of the item</li> </li>The item has cuts, rips, and or tears that weren't disclosed in description or photo</li> </li>The item has markings, stains, or blemishes that weren't disclosed in description or photo</li> </li>Other (a significant issue that is not covered by the above list for item condition) </li> </ul> <br> Packaging condition: <ul> <li>Damaged inner packaging that wasn't disclosed in description or photo </li> <li>Missing packaging that was shown as included in listing </li> </ul> <br> The following garment or packaging attributes, if conflicting with the listing information, could result in a failed Authenticity Guarantee check:<br> <br> Garment attribute: <ul> <li>Wrong Size</li> <li>Wrong Material </li> <li>Incorrect/ CF Material </li> <li>Incorrect/CF Tags </li> <li>Incorrect Color</li> <li>Incorrect Brand Font / Logo </li> <li>Incorrect Year</li> <li>Poor Craftsmanship (Stitching, Structure, Shape, etc.) </li> <li>Wrong weight </li> <li>CF Accessories</li> </ul> <br> Packaging attribute: <ul> <li>Incorrect Color </li> <li>Incorrect Materials </li> <li>Incorrect Brand Font / Logo </li> <li>Poor Craftsmanship (Structure & Shape) </li> </ul> <a id="streetwearvisuals" name="streetwearvisuals"></a>Streetwear items and packaging - a visual guide <ul> <li></li></ul></a>