

GUIDE.SUMMARY

What is the policy?





Mystery items or listings that offer an opportunity to win an item by chance or contest are not allowed on eBay. These listings are often listed as:

- Box breaks or case breaks
- Mystery boxes
- Grab bags
- Giveaways
- Lotteries
- Sweepstakes
- Random drawings
- Raffles
- Contests

Only pre-approved sellers may sell case breaks, also known as box breaks:

- Pre-approved sellers will list case breaks only within the following categories:
- Sports Mem, Cards & Fan Shop
- Sports Trading Cards
- Trading Card Box & Case Breaks
- Pre-approved sellers may list within Sports Mem, Cards & Fan Shop
- Sports Trading Cards
- Trading Card Singles as a secondary category
- Collectibles
- Non-Sport Trading Cards
- Trading Card Box & Case Breaks
- Toys & Hobbies
- Collectible Card Games
- CCG Box & Case Breaks

Internal Information Sellers approved to sell case breaks will have issue 1163. Why does eBay have this policy? This policy helps ensure that important government regulations are followed.

GUIDE.TALKING_POINTS

How do I become approved to sell case breaks and do live events? The first group of pre-approved sellers have already been contacted. We are not taking any new applications at this time. Thanks for your interest and please check at a later date.

Im located outside the US. Can I apply to be approved for case breaks? Unfortunately, we aren't currently taking any applications for non-US sites. What happens after I submit my application?

Once your application has been submitted, we will review it and contact you via email with your next steps. Whats the turnaround time I can expect for a response to my application? Please allow 5

business days for a response to your application in regard to the sale of case breaks. I submitted my

application and signed the contract. When can I start selling? Once we have reviewed all the documentation, you will be contacted with the next steps. I received an email stating "You're all set." Does this mean I can start selling case breaks? Great! Make sure you follow all listing guides in the approval email. This email should also advise what date you can start selling. Why was my application declined? Can I apply again? Your application was declined as you did not meet the minimum requirements at this time. You can apply again in 30 days. If my account goes below standard can I still be a part of this selling cohort? No. If you go below standard, you will not be allowed to sell case breaks. I lost the email with the requirements, can you resend it to me? Teammates are unable to resend the email. Please check for the email from casebreaks@ebay.com. If you're unable to find it, you can reach out to casebreaks@ebay.com to request to have the email resent. Are all breaks banned now on eBay or are some allowed? After July 18, 2023, any new case breaks may only be sold by pre-approved sellers. I've been selling products like this for years. What changed all of a sudden? eBay regularly reviews and revises policies for clarity and consistency and to maintain a safe, trusted marketplace. With the growing popularity of case, box, and pack breaks we want to take steps to support this experience while also ensuring a greater level of consistency for our buyer community. Where can I give feedback about the policy? How can I tell eBay leadership about my concerns? Concerns regarding our policies and procedures can be directed to our Contact Us pages located at <https://www.ebayinc.com/company/contact-us/>. I'm a member of the press who would like more information regarding this. Can I ask you some further questions? If you're a member of the press with editorial inquiries, please contact our Media Relations and Press team at <mailto:press@ebay.com>. Why can't I describe my item as a mystery box? Buyers need to know what they will be purchasing in order to avoid problems after a transaction. How can I describe my item if I can't call it a mystery box? You need to identify the item(s) being sold in your title. For example, if you're selling a figurine, you can call your

item a mystery figurine. If you're selling a group of related items, you should describe it as a lot instead of a mystery box. Internal For the policy blocks, we have some exceptions for brands that release mystery items, such as figurines. In these situations, buyers know what is being sold but not the exact color, figurine, card, etc. Generally, sellers should avoid using terms such as "mystery box." We don't accept requests for exceptions. </h2>