

## Buying a Vehicle - eBay Motors

**GUIDE.SUMMARY** What You should learn about your seller, the vehicle, and how to pay safely to help ensure a safe and successful transaction.

Depending on how the seller has listed a vehicle, you can bid, Buy It Now, or make an offer.

Once you've bought a vehicle and paid the deposit (if any), you and the seller will want to contact each other to arrange the rest of the payment and confirm shipping details.

**Important Notes** Due to state laws, Motor Vehicle purchases on eBay are non-binding contracts.

Non-binding bidding is not a formal contract between you and the seller, but it does represent your serious expression of interest in buying the seller's item.

Under the terms of such a bid, you are expressly consenting to share your information with your seller (under certain circumstances) and consenting to the seller contacting you about your offer on the vehicle or similar vehicles for sale. See screenshot

<http://pages.ebay.com/help/policies/motors-bidding.html>

<https://cskb.qa.ebay.com/library/EBAY/Images/1000%-203000/1497/Motors%20Bidding%20Page%20Consent%20on%20Contact%20Swap.png>

here. Insincere bidding is not allowed on eBay. Sellers may require a deposit of up to \$2,000 through PayPal at checkout.

Use caution when Escrow service is offered. If you secure a loan, make sure you are clear on the terms. Consider using the Financing Center on eBay Motors. All loans offered through the financing companies in the Financing Center cover person-to-person sales, state-to-state transactions, and don't require that the vehicle be inspected.

**GUIDE.TALKING\_POINTS** Are there any special requirements for bidding on a vehicle?

To place a bid over \$25,000 you need to have a valid credit card on file with eBay.

How can I have a vehicle shipped? It's up to you and your seller to decide how to deliver the vehicle (see the shipping tab on your eBay listing for

item specifics). If the vehicle isn't local, you can:

- Travel to pick it up.
- Use a shipping service that specializes in vehicles (ex: [Dependable Auto Shippers](http://www.dasautoshippers.com/))
- Visit the [eBay Motors Shipping Center](http://pages.motors.ebay.com/buy/shipping/index.html) for more ideas.

How can I find locally available vehicles?

- eBay Motors lists vehicles for sale nationwide, but you can narrow your search to vehicles in your area using eBay's Advanced Search feature.
- You can also narrow your search by using the 'Find Local Vehicles' banner at the top of your results.

Will I see local listings in the regular motors search results?

- Vehicles listed locally are classified ads and are expected to close off-line.
- Unless you search in your area, you will not see these local listings.
- They won't appear in nationwide search results.

How can I compare prices on eBay?

- eBay compares similar cars in your location to give you an indication if the listing is a good price, great price or overpriced. On eBay, this service is referred to as Market Price Analysis. It's a way for eBay to provide vehicle price transparency.
- Market price is based on listings for similar cars (same make, model) on eBay and other online platforms.
- Requirements
- 2007 model and newer
- Buy It Now / Best Offer
- Clean title
- Sufficient data available
- Availability of Market Price Analysis

Market Price Analysis is available on eBay desktop and eBay apps (Android, iOS). Mobile web (mWeb) is the only exception.

Navigating to Market Price Analysis

- On eBay desktop, Market Price Analysis is located under the Description tab. Be sure you have that tab selected.
- On eBay apps, scroll down to see the analysis. It's just below the Vehicle History Report Summary.
- When sufficient data is available, you'll find eBay market price analysis

in two places in the listing: 

- under the price on used cars and trucks
- in a graph in the description section

How do I pay for a vehicle? Once you have been notified that you are the winning bidder, follow the seller's instructions regarding accepted payment methods. The seller's payment instructions may include some type of deposit, followed by the balance payoff amount. Using safe payment methods for vehicles protect both the buyer and the seller.

Note: Never use instant money transfer services, like Western Union or Moneygram, to pay for a vehicle. Is a deposit paid through PayPal covered by PayPal buyer protection? PayPal deposits for vehicles are not covered by PayPal buyer protection.

Why is eBay Checkout not available for vehicle purchases? The standard Checkout is not available for vehicles because: eBay Checkout has several features that link directly to PayPal as a payment method, but PayPal is only available as a deposit method (not a payment method) on vehicle listings. Special needs like additional time to arrange pickup/shipping and time to finalize registration and paperwork don't fit well with an automated process like Checkout.

Why are vehicle category purchases considered non-binding bids? The sale of vehicles is one of the most regulated types of transactions inside of the U.S. Each state Department of Motor Vehicles (DMV) or Department of Transportation (DOT) can make their own unique guidelines for their state about how titles are transferred, how registration is issued and so on. Each state has the authority to make regulations that apply to vehicle sales inside of their state, so there is not one single rule that will apply to all vehicle sales in all states. In the same way, there isn't a single rule that applies in all states that identifies when a buyer and seller have created a contract to buy or sell a vehicle. Because eBay not only operates in all 50 U.S. states but also globally, we must make sure that we're not incorrectly encouraging our members to buy or sell vehicles in

violation of any of the state guidelines that may apply (for both the buyers and the sellers state).

- Bidding in most other eBay categories means that the buyer and seller have created a contract to complete the transaction. However, because vehicle regulations vary from state to state, bids in vehicle categories on eBay are considered non-binding (or do not result in a formal vehicle sales contract).

I got an email for a vehicle I want to buy through Craigslist. Should I continue with the transaction? Is it really eBay?

- You shouldn't complete the transaction. It's most likely a spoof email. Vehicles listed on Craigslist aren't covered by the eBay Vehicle Protection Program. That program only covers transactions on eBay Motors.
- If you feel you were defrauded when you were shopping on the Craigslist site you may contact Craigslist.

Craigslist also has a [scams page](http://www.craigslist.org/about/scams) with more information.

- I received an email saying eBay will hold the money until the transaction is completed and/or that the vehicle will be shipped from the eBay warehouse. Is this real?
- We never hold your money or act as a go-between for off-site transactions. We also don't inspect vehicles, process payments, or handle shipping - and we don't hold vehicles in an "eBay warehouse".
- Make sure you don't complete the transaction and forward the email to [car@ebay.com](mailto:car@ebay.com) so we can investigate it.

- My seller is asking for payment via instant cash wire transfer service --- is this safe?
- We don't recommend the use of instant cash wire transfer services (ex. Western Union) for payments.
- If a seller is trying to commit fraud by insisting on payment through an instant cash wire transfer, report this to our Trust & Safety team.
- What if I've already sent payment through Western Union or MoneyGram?
- If you've already sent payment, try to stop your cash transfer immediately. You can contact [Western](https://thewesternunion.custhelp.com/app/altcontact/a_id/170)

Union

1-800-325-6000

and

<https://www.moneygram.com/wps/portal/moneygramonline/home/CustomerService/ContactUs>

target="\_blank">MoneyGram 1-800-926-9400 </li> </li>We

recommend contacting local authorities, both where you live and where the seller lives. To find local

law enforcement agents, visit the

website.</a>.</li> </li>Let the officers know that eBay is happy to cooperate in the

investigation. </ul> </li>The officer should contact us at

. (Do NOT provide

this email address to a member; it is for law enforcement agents only.)</li> </ul> </li>

</ul> What are some trustworthy, independent, consumer watchdog organizations? </ul>

</li>The Federal Trade Commission publishes a booklet titled "Consumer Automobile

Purchase Guide and Tips for Buying a Used Car."</li> </li>The Better Business Bureau

publishes "Guide to Buying a Used Car."</li> </ul>   <a

name="contactinfo"></a>What information is disclosed to motors sellers when a buyer bids

on a vehicle? eBay Motors sellers who are high-volume sellers have access to bidder information for

all bidders participating in a particular eBay Motors transaction. These dealers may contact you

about the vehicle you bid on or to discuss additional inventory that might be of interest to you.

Bidder information is considered a combination of Name, Phone Number, City/State and in some

cases Email Address.  eBay Motors sellers that receive this bidder information are only

authorized to use this information for the purposes that you have expressly consented to, and are

bound by the terms of our <a

Notice</a> regarding the use of personal information they receive from eBay. Internal

Information not to be shared with the member: Motors Dealer sellers have access to all bidder

information including, name, phone number, city/state and email address. All other eBay Motors

sellers that receive bidder information can request it through the normal contact info swap

process. Why does eBay disclose my personal information to a seller when a place a bid but not win the auction Providing sellers with a bidder/buyers contact information is essential to completing a vehicle transaction. Please be aware that eBay Motors sellers who receive this information are only authorized to use it for the purposes that you have expressly consented to, and are bound by the terms of our [User Privacy Notice](http://pages.ebay.com/help/policies/privacy-policy.html?rt=nc) regarding the use of personal information they receive from eBay. eBay Motors sellers who are high-volume may contact you about the vehicle you bid on or to discuss additional inventory that might be of interest to you. I didn't authorize eBay to disclose my personal information to an eBay Motors seller! I'm sorry to hear you were not aware this information would be disclosed when you placed a bid/purchased a vehicle on eBay. We do our best to ensure our member's are informed when their contact information may be shared with a seller and apologize you were not aware of this. When you place a bid on a vehicle listing, you are informed on the bidding page that by placing a bid, you are giving your express consent to share your contact information with the seller and authorizing the seller to contact you regarding the vehicle or similar vehicles. See [screenshot](https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1497/Motors%20Bidding%20Page%20Consent%20on%20Contact%20Swap.png) here.

regarding the use of personal information they receive from eBay. eBay Motors sellers who are high-volume may contact you about the vehicle you bid on or to discuss additional inventory that might be of interest to you. I didn't authorize eBay to disclose my personal information to an eBay Motors seller! I'm sorry to hear you were not aware this information would be disclosed when you placed a bid/purchased a vehicle on eBay. We do our best to ensure our member's are informed when their contact information may be shared with a seller and apologize you were not aware of this. When you place a bid on a vehicle listing, you are informed on the bidding page that by placing a bid, you are giving your express consent to share your contact information with the seller and authorizing the seller to contact you regarding the vehicle or similar vehicles. See [screenshot](https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1497/Motors%20Bidding%20Page%20Consent%20on%20Contact%20Swap.png) here.

<https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1497/Motors%20Bidding%20Page%20Consent%20on%20Contact%20Swap.png> target="\_blank">here

GUIDE.DETAILED\_INFORMATION Tips for a successful purchase

- Know your item
- Research the vehicle you're interested in.
- If it's a passenger vehicle from 1981 or newer, check the vehicle history report.
- Check the book value before you decide what you're willing to pay.
- Use extra caution if an item is listed significantly below the manufacturer's suggested retail price.
- Be realistic in your expectations of used or older vehicles.
- Ask questions if you're not sure about something.
- Personally visit (or have an inspection service visit) the vehicle to make sure it's been represented accurately.

<li>Read relevant information published by independent consumer watchdog organizations.</li> <li>Check to see if the seller requires a deposit for the vehicle.</li>

</ul> Know your seller <ul> <li>Check the seller's Feedback rating to see what kind of reputation the seller has earned on eBay.</li> <li>Before you bid, contact the seller if you have any questions about the condition of the vehicle.</li> <li>Don't bid if the seller hasn't responded to your questions.</li> </ul> Understand the buying process <ul>

<li>Read the seller's payment instructions and explore financing if needed.</li>

<li>Determine if you will ship the vehicle, travel to pick it up, or buy it locally.</li>

<li>Review the <a href="http://pages.motors.ebay.com/buy/howto/index.html" target="\_blank">How to Buy a Vehicle tutorial</a>.</li> </ul> Vehicle Purchase Protection (VPP) <ul> <li><a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1369" target="\_blank">This program</a> provides protection of up to \$50,000 against certain losses associated with some types of fraud.</li> <li>When you complete the purchase of an eligible vehicle on motors.ebay.com, you're automatically enrolled in the program at no charge.</li> <li>Always complete your vehicle purchase on eBay Motors. If you complete the transaction off of eBay Motors, you won't be eligible for any protection programs.</li>

</ul> <h2>Red Flags to look out for</h2> Any Mention of Western Union or MoneyGram <ul> <li>Never use Western Union, MoneyGram, or any other instant cash transfer method to pay for a vehicle. Also, if you decide to pay in cash, do so in person.</li>

</ul> Listing is no longer available on eBay, but the seller contacts you saying they can still complete the transaction <ul> <li>If you can't find a listing, it was likely removed by our Trust and Safety department. Don't complete the transaction or communicate further with the "Seller."</li> <li>Forward any emails you receive to <a href="mailto:spoof@ebay.com">spoof@ebay.com</a>.</li> <li>Remember you need to show as the winning bidder on the Ended Listing page to qualify for protections such as

Feedback.

- Mention of Buy It Now in the description
- A real Buy It Now appears at the top of the listing with an orange button - NOT in the description area.
- Contact the seller and report the listing to our Trust and Safety team using the "Report item" link on the right side of the page.
- Remember that you need to show as the winning bidder on the Ended Listing page to qualify for protections such as Feedback.

Vehicle seller or buyer from Nigeria

- You shouldn't complete the transaction.
- It is highly unlikely that someone located in Nigeria would be selling or buying a vehicle in the U.S.
- Report any offers like this to our Trust & Safety team. A significant amount of email fraud has come from Nigeria.

Vehicle from high-ranking military official found on Craigslist

- You found the vehicle on Craigslist from someone wanting to get rid of his vehicle because he's a high ranking military official and he's heading out to Iraq, Afganistan or somewhere else in the world.
- No Item Number

There's no item number provided and the vehicle is not listed on eBay Motors.

- Shipped Free of Charge by High Ranking Military Official

You are asked to pay using Western Union or any outside eBay payment method. After that, the vehicle will be shipped to their location FREE OF CHARGE since it will be delivered via military carrier planes.

- eBay Motors Invoice

You are sent an eBay Motors Invoice with Case ID number or email from an eBay Motors rep "Authorizing" the transaction to take place.

- eBay Motors Rep will "Hold" the money until you are satisfied
- You are informed that the eBay Motors Rep will "hold" the money until you are satisfied with the vehicle (same principle as the PayPal Payment Hold).

Vehicle price is too good to be true

- It usually isn't true.

Vehicle Purchase Protection case# is provided

- Vehicle Purchase Protection Program case# is provided prior to the purchase being complete, or to encourage the buyer to complete the transaction.

Note: All VPP reimbursement requests will actually be identified by the same Item Number under which the vehicle was listed on eBay; there will not be a separate



case # assigned).

- Vehicle Purchase Protection Program applies only after a purchase is complete and will be dependent on factors from the vehicle listing (including a valid purchase completed through eBay) and the nature of the complaint (e.g., undisclosed damage complaints will vary depending on the type of vehicle being listed and the type of damage found).

See the [Motors Security Center](http://pages.motors.ebay.com/buy/security/index.html) for more information.

## Canada Specific Information

To find vehicles locally available in your area

- Go to cars.ebay.ca and search for your desired vehicle.
- In the Refine Search section (left of the search results), scrolled down the page to the "Location" Section.
- The first option you can narrow your search down to a certain region of the world (ie. Canada Only, North America, Worldwide).
- By selecting the "Choose more..." link, you will see the option to specify a distance within X kilometers from a particular postal/zip code.

How can I have a vehicle shipped?

- For Canadian vehicle shipping options, please visit the eBay.ca Motors Shipping Services page at: <http://pages.ebay.ca/ebaymotors/explained/services/shipping.html>
- For Canadian members importing vehicles from the United States, please review this page to make sure you're prepared for the vehicle crossing into Canada:

<http://pages.ebay.ca/ebaymotors/explained/checklist/howtobuyUS.html>

- Why am I being asked to enter a credit card?
- On eBay.ca, if you want to bid US \$15,000 or CDN \$18,000 or more, a credit card or phone verification is required prior to placing a bid.
- To go through the process, you need to make a bid and will be prompted to complete either credit card or phone verification at the time for the bid to be submitted on the listing.
- Where can I learn more on the buying

process on eBay.ca? <ul> <li>Please review the <a href="http://pages.ebay.ca/ebaymotors/explained/buy/" target="\_blank">How To Buy a Vehicle tutorial</a> <ol> <li>Go to motors.ebay.com and browse or search for the vehicle that you want.</li> <li>Enter your maximum bid and click the "Place Bid" button.</li> <li>Review your bid and click "Confirm Bid."</li> </ol> To find locally available vehicles in your area: <ol> <li>Go to motors.ebay.com and search for the vehicle you want.</li> <li>Above the search results, look for the "Find Local Vehicles" section.</li> <li>From the drop-down menu, select a distance (in miles).</li> <li>Enter your zip code.</li> <li>Click "Show vehicles".</li> </ol> </h2>