

Refund deduction policy

[GUIDE.SUMMARY](#) What [id="Summary" name="Summary"](#) This protection is given to eligible sellers on eligible returns to allow the seller to recoup loss in value when an item is returned used, damaged, or missing parts.

- Sellers will have ability to deduct from the buyers refund.
- If the buyer escalates to eBay because they are not satisfied with the amount of the refund, in most cases eBay will work with the buyer to resolve their concerns. See [id="Summary" name="Summary"](#)

[http://cskbapp/art?page=content&id=GUIDE1520"](#) eBay Money Back Guarantee [target="_blank"](#) for details.

- Negative FB and defects will be removed. See [id="Summary" name="Summary"](#)
- Defect and feedback policy

 When

- This protection is available in all regions that have eBay Money Back Guarantee, when all eligibility criteria are met.

- This article includes [id="Summary" name="Summary"](#)

[https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1811&ViewLocale=en_US#Summary"](#) Summary [id="Summary" name="Summary"](#)
 [https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1811&ViewLocale=en_US#Member_Experience"](#) Member Experience [id="Summary" name="Summary"](#)
 [https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1811&ViewLocale=en_US#Eligibility_all-sellers"](#) Eligibility - all sellers [id="Summary" name="Summary"](#)
 [https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1811&ViewLocale=en_US#Eligibility_TopAndAbove"](#) Eligibility - top rated and above standard sellers [id="Summary" name="Summary"](#)

[GUIDE.DETAILED_INFORMATION](#) [id="Member_Experience" name="Member_Experience"](#) Member Experience Seller experience

- Seller accepts the return.
- When the returned item arrives, the seller determines if the item is used, damaged, or missing parts.
- If the seller is [id="Member_Experience" name="Member_Experience"](#)

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1811&ViewLocale=en_US#Eligibility_all-sellers>eligible and the return meets the requirements, they will see the option on the return to deduct from the refund. The seller will determine if they want to deduct a specific amount, or if they want to deduct a percentage. The seller will select a reason why they are deducting from the refund and can leave a detailed explanation. The seller can add a photo if necessary. Seller will issue the refund. The return will remain open for 10 business days, but there is nothing else for the seller to do. Buyer experience The buyer will have 10 business days to let eBay know if they are satisfied with their refund. If the buyer is satisfied, they dont need to do anything and the return will close automatically. If the buyer is not satisfied, they can ask eBay to step in and help. Well determine if the buyer meets the requirements for a full refund. If so we'll issue the rest of the refund. Note: This buyer protection falls under the eBay Money Back Guarantee Policy. See GUIDE1520 > section 4.1.5 Sellers may deduct from the buyers refund to recoup loss of value when the item is returned in a different condition Sellers may deduct from the refund if: Item is damaged There are missing parts New items that are returned used New items returned with packaging missing or tags removed Regional variation <table border="1" cellpadding="4" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td valign="bottom">Region</td> <td valign="bottom">Variation - Seller may deduct if</td> </tr> <tr> <td valign="top">US, CA, AU</td> <td> On a remorse return where the buyer paid original shipping cost, the seller can deduct the original shipping cost

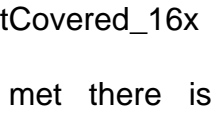
 </td> </tr> </tbody> </table> Sellers may not deduct from the refund if: They are attempting to charge the buyer a restocking fee They are attempting to recoup their eBay fees They are attempting to recoup return shipping costs Regional variation <table border="1" cellpadding="4" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td valign="bottom">Region</td> <td valign="bottom">Variation - Seller may deduct if</td> </tr> <tr> <td valign="top">US, CA, AU</td> <td> They are attempting to recoup original shipping cost when the item was sold with "free shipping" </td> </tr> </tbody> </table> Eligibility All sellers For Top Rated and Above Standard sellers All sellers Option to deduct from refund

If all of the sellers and return regional criteria are met, the seller will have the option to deduct from the refund: <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td colspan="8">Return and seller criteria</td> </tr> <tr> <td>Region</td> <td>Seller segment</td> <td>Seller standards for listing site</td> <td>Seller contact information</td> <td>Return and listing Site</td> <td>Return policy</td> <td>Return address</td> <td>Deduction cap</td> </tr> <tr> <td>Global</td> <td>Any</td> <td>Not

below standard

Any	Any	Free Returns
Any	Up to 50%	
US, CA	Any	Any
US, CA	Return for any item in specific categories	
Any	Up to 20%	

Note: Eligibility for HiPO sellers will depend on the listing site. HiPO sellers will also be eligible to deduct where they offer free returns. If they list in the US and CA, they will be able to deduct an amount from returns on those sites.

[id="No-option" name="No-option">No option to deduct from refund](#)  If one or more of the sellers or return regional criteria are met there is [no option to deduct from the refund:](#)

Return and seller criteria					
Region	Return Status	Seller standards for listing site	Service Metrics	eMBG eligibility	Account level issues
Global	Escalated or closed	Any	Any	Transaction is not eligible for eMBG	

660, 662 Enter the Issue number in the [Trust & Safety Issues Directory](#) for more details on the issues above. Do not share the Issue number with customers.

Top Rated and Above Standard Sellers Option to deduct from refund					
					

If all of the sellers and return regional criteria are met, the seller will have the option to deduct

from the refund: &table border="1" cellpadding="2" cellspacing="0"&tbody& &tr

bgcolor="c2dfff"& &td colspan="8"&Return and seller criteria&/td& &/tr& &tr&

&td&Region&/td& &td&Seller segment&/td& &td&Seller standards for listing

site&/td& &td&Seller contact information&/td& &td&Return and listing Site&/td&

&td&Return policy&/td& &td&Return address&/td& &td&Deduction

cap&/td& &/tr& &tr& &td rowspan="2"&US&/td& &td

rowspan="2"&Any &/td& &td rowspan="2"&Top rated&/td&

&td&US&/td& &td&US&/td& &td&30 days or more&/td&

&td&Any&/td& &td&Up to 50%&/td& &/tr& &tr& &td&CN, HK,

TW&/td& &td&US&/td& &td&30 days or more&/td& &td&US&/td&

&td&Up to 50%&/td& &/tr& &tr& &td&CA&/td& &td&Any&/td&

&td&Top Rated or Above Standard&/td& &td&CA&/td& &td&CA, US&/td&

&td&Any&/td& &td&Any&/td& &td&Up to 50%&/td& &/tr& &tr&

&td&UK&/td& &td&B2C&/td& &td&Top Rated or Above Standard&/td&

&td&UK&/td& &td&UK&/td& &td&Any&/td& &td&Any&/td&

&td&Up to 50%&/td& &/tr& &tr& &td&IE&/td& &td&B2C&/td&

&td&Top Rated or Above Standard&/td& &td&IE&/td& &td&UK, IE&/td&

&td&Any&/td& &td&Any&/td& &td&Up to 50%&/td& &/tr& &tr&

&td&AU&/td& &td&Any&/td& &td&Top Rated or Above Standard&/td&

&td&AU&/td& &td&AU&/td& &td&Any&/td& &td&Any&/td&

&td&Up to 50%&/td& &/tr& &tr& &td rowspan="1"&FR&/td&

&td&B2C&/td& &td&Top Rated or Above Standard&/td& &td&FR&/td&

&td&FR&/td& &td&Any&/td& &td&Any&/td& &td&Up to 50%&/td&

&/tr& &tr& &td rowspan="1"&IT&/td& &td&B2C&/td& &td&Top Rated

or Above Standard&/td& &td&IT&/td& &td&IT&/td& &td&Any&/td&

&td&Any&/td& &td&Up to 50%&/td& &/tr& &tr& &td&ES&/td&

&td>B2C</td>	&td>Top rated</td>	&td>ES</td>	&td>ES</td>
&td>30 days or more</td>	&td>Any</td>	&td>Up to 50%</td>	&td></td>
&td>DE</td>	&td>B2C</td>	&td>Top Rated or Above Standard</td>	&td>DE</td>
&td>DE</td>	&td>Any</td>	&td>Any</td>	&td>Up to 50%</td>

No option to deduct from refund If one or more of the sellers or return regional criteria are met, they will
 not have the option to deduct from the refund:
 <table border="1" cellpadding="2" cellspacing="0">
 <tbody>
 <tr bgcolor="c2dfff">
 <td colspan="6">Return and seller criteria</td>
 </tr>
 <tr>
 <td>Region</td>
 <td>Return Status</td>
 <td>Seller standards for listing site</td>
 <td>Service Metrics</td>
 <td>eMBG eligibility</td>
 <td>Account level issues</td>
 </tr>
 <tr>
 <td>Global</td>
 <td>Escalated or closed </td>
 <td>Below standards</td>
 <td>Very high in any category</td>
 <td>Transaction is not eligible for eMBG</td>
 <td>660, 662, 587, 660, 662, 49, 122,172,188, 233, 305, 384, 386, 387, 543, 554
 Trust & Safety Issues Directory
 for more details on the issues above. Do not share the Issue number with customers.
 </td>
 </tr>
 </tbody>
 </table>
 </h2>