LP - Shipping policy - List Practices

<h2>GUIDE.SUMMARY What is the policy? <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1244/Branded_supply_360x253New.jpg"> Sellers must use the shipping service the buyer selected during eBay checkout. Sellers must ship items within the handling time stated in their listing, using the shipping service the buyer selected at checkout. They must: <ul> Review the cost and speed of delivery before offering a shipping service Specify clearly when the item will be shipped Ship items within the handling time specified in the listing Only include shipping charges that are actually incurred and are related to the cost of shipping and handling the items being delivered <ul> Actual cost paid to the shipping service Handling costs, including the cost of packaging materials and insurance The actual cost of delivery confirmation or extra services, such as certificate of mailing, certified mail, collect delivery, delivery confirmation, registered mail, restricted delivery, return receipt, signature confirmation, special handling, or similar services   Follow any category restrictions for maximum shipping costs Upload accurate tracking details (the tracking number uploaded must match the shipping location provided in the listing) Mark the item shipped once it has been sent Sellers must not: <ul> Use a slower shipping service than the one selected by the buyer Include any additional fees for handling and packaging when offering free shipping Delay shipments, even if PayPal has not made funds immediately available Why does eBay have this policy? This policy helps meet buyer expectations, protect seller performance, reduce defect rates, and increase buyer satisfaction. </h2><h2>GUIDE.TALKING_POINTS   Shipping Policy eBay's determination of what is too much <ul> When we make our decision, we consider all of the factors you've detailed in your listing. For example, we'll consider the item for

sale, the shipping method selected, the dimensions of the item, any added charges for carrier services, packaging and handling charges, and insurance. What should be charged <ul> You should charge the actual amount you're charged by the carrier service. You may include a small fee for the amount you spend on packaging to send the item. You may also charge a small handling fee for your time spent preparing the item for shipment. You should include all of your relevant shipping information and charges in your listing so that your buyers have a clear idea of how you determined your shipping charge. If there are other costs of doing business you hope to recoup, your shipping charges aren't the appropriate place to do so. You should build these costs into the starting price of your item. Shipping information in shipping section and description are different <ul> Inaccurate or misleading shipping information is confusing and frustrating for buyers. Not only is this practice a form of Search Manipulation, it upsets buyers when they discover that the shipping amount advertised isn't the actual amount they're asked to pay at the end. Your shipping information has to be clear and accurate. There can't be any discrepancy between what you've entered in the Sell Your Item form and what you've included in your listing description. Handling fees <ul> Handling fees should reflect the amount of time and effort put into preparing an item for shipment. This mainly refers to packaging an item. It takes little time or effort to place an already-sealed CD into a bubble mailer and drop it in the mailbox. It does take some time and effort to carefully wrap a piece of artwork and crate it so that it can be shipped safely.   Shipping Service Downgrade Why is my account restricted? We've noticed a pattern of activity on your account that indicates your shipping practices are not meeting your buyers expectations. What exactly did I do wrong? We assess accounts based on many factors and we don't disclose information that could allow circumvention of our policies. Much of our information regarding how we

review accounts remains proprietary and protected by eBay. This policy takes a wide look at multiple shipping behaviors; the following criteria all play into it: <ul> Shipping the item using the shipping method offered/agreed to Delivering items within expected delivery date to avoid item not received claims   Examples of not meeting your shipping service commitment to your buyer: <ul> If your buyer selected "Expedited Shipping" during checkout but you used a "Standard" or "Economy" shipping option to ship the item If your buyer selected a tracked shipping service option and you did not upload the tracking number Why does ebay have this policy? Shipping service downgrades undermine buyer trust and confidence in the eBay marketplace <ul> Today, eBay allows sellers to use a shipping service that different from the one stated in the listing or the one the buyer paid for during checkout Buyers make purchases expecting that the sellers would ship the items through the shipping service they selected during checkout When sellers downgrade the shipping service to save costs, this causes delayed deliveries and results in the buyers filing INRs   We anticipate that applying enforcement for shipping service downgrades will help: <ul> Reduce defects from escalated INRs Increase buyer confidence and future consideration of eBay as a place to shop Promote a transparent and healthy seller environment where sellers offer the shipping service type promised to the buyer during checkout or the shipping service type the buyer paid for   Can you remove the restriction? No, this restriction is not appealable, but I am happy to talk through ways to avoid this issue in the future.   How can I avoid these restrictions in the future? Prior to offering shipping service options in your listings, confirm the expected cost, tracking availability, and delivery speed of those shipping service options. Ship items using shipping service options with features that meet or exceed those the buyer selected. If you

miss your handling time, consider upgrading the shipping service you select to ensure your buyer receives the item by the EDD quoted at checkout. Avoid unnecessary INRs by processing shipments within your handling time and by uploading tracking.   </h2>