

SPx - High rates of INRs and SNADs - Selling practices policy

GUIDE.TALKING_POINTS SNAD Sellers have no control over whether a buyer opens a return request. Although you can't prevent a buyer from opening a return request, you can make sure your listing is accurate.

- Monitor your inventory, making sure items are functioning properly before dispatching them.
- Include any original tags, receipts, or authentication certificates in the listing photos and provide copies to the buyer.
- Inspect your item when creating your listing.
- Describe all faults or flaws your item may have.
- Take photos of the actual item. Include multiple photos from different angles.
- Take pictures of any original tags, receipts, or authentication certificates.
- Pack your item well to prevent damage during shipment.
- Double-check that you ship the correct item to each buyer.
- When packing your item, verify that you included all the items described in the listing.

Why am I being penalized for buyers claiming the item was not as described when it's actually remorse?

- We don't take adding restrictions to your selling account lightly.
- We review how many of your returns are considered not as described in comparison to your peers who are selling similar items to ensure we are being as fair as possible.
- All sellers receive some questionable returns, which we take into consideration.

What if a buyer is abusing the return process?

- If a buyer has a history of filing questionable returns, we automatically remove their return requests from our calculations.
- Sellers can report a buyer.

<https://www.ebay.com/help/selling/resolving-buyer-issues/reporting-issue-buyer?id=4084>

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- We want sellers to focus on reducing the preventable returns and not worry about disputing every return request.

What if events outside my control are increasing my not as described requests? We automatically adjust your Item Not Received and Item

Not As Described request rate, when: The transaction was part of an ATO The buyer who filed the INR/SNAD was abusive The shipment receives a carrier scan within your handling time - even if it arrives late - due to carrier disruption, eBay site bugs, natural disaster, or severe weather To report events that may merit adjustments, please contact us. I am already being penalized in Service Metrics. Why am I also getting restricted? We are restricting your selling activity for you to make the necessary improvements to provide a better buyer experience. In making these improvements, we hope that it will help you improve your service metrics as well. INR What if a seller receives an INR for reasons beyond their control? On occasion, a natural disaster or unexpected event may disrupt a seller's ability to ship on time. These events are reviewed on a case-by-case basis to determine whether they qualify for eBay protection. However, per our user agreement, we don't provide compensation for delays or disruptions in our services. Sellers have no control over whether an item gets lost. eBay recognizes that it isn't the seller's fault when a postal service loses a package. However, sellers are responsible for ensuring the buyers receive the items they purchase. When an item is lost, it creates a negative experience for the buyer. It's important that you select a postal service that you trust to deliver your items safely and on time.

 We recommend that you:
 Ship your item to your buyer promptly. Prevent discrepancies or differences in shipping time by shipping the item with the postal service you describe in your listing. Provide tracking to your buyer as soon as you ship the item. </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

Appealing a restriction There are no appeals for a selling restriction due to selling practices.
 Sellers are given warnings when their SNAD or INR rates are increasing.
 With improved performance, the seller is less likely to be restricted again.

 If performance doesn't improve, the consequence path can be more severe. </h2><h2>GUIDE.SUMMARY Selling practices are meant to address issues before they reach the thresholds of <a

<https://www.ebay.com/help/policies/selling-policies/seller-performance-policy/service-metrics-policy?id=4769> > service metrics or seller performance standards.

What To improve the member experience, we review accounts and take appropriate action for high Significantly Not as Described or Item Not Received requests. Why When a customer makes a purchase on eBay, they expect to receive the item as it was described in the listing. In order to meet buyer expectations, sellers need to create accurate listings and ship items quickly. Managing Item Not Received and Item Not As Described return requests from buyers can be time consuming and costly.

GUIDE.RELATED_LINKS

Related Help pages Selling practices policy
 https://www.ebay.com/help/policies/selling-policies/selling-practices-policy?id=4346 Seller performance policy
 https://www.ebay.com/help/selling/selling-seller-performance/seller-performance-standards?id=4347 Service metrics policy
 https://www.ebay.com/help/policies/selling-policies/seller-performance-policy/service-metrics-policy?id=4769

 Related articles Seller performance standards Service metrics and benchmarks

GUIDE.TIPS_FOR_MEMBERS

Item not as described return requests <a

<https://www.ebay.com/help/listings/creating-managing-listings/creating-listing?id=4105>&De
scribe each item as accurately as possible& and include clear &
[https://www.ebay.com/help/selling/managing-returns-refunds/handling-return-requests/setting-
return-policy?id=4368](https://www.ebay.com/help/selling/managing-returns-refunds/handling-return-requests/setting-return-policy?id=4368)&return policies&.&/li& &/li&Inspect refurbished and used
items closely for hidden defects and damage. Always describe these clearly in your listing and show
in photos.&/li& &/li&Avoid selling products with high rates of manufacturing flaws.&/li&
&/li&Ensure all items and parts are included and correct before shipping each item.&/li&
&/ul& Item not received requests &/ul& &/li&&/a
<https://www.ebay.com/help/selling/shipping-items/tracking-items-youve-sold?id=4088>&Upl
oad tracking&/a& in the structured data field before your items estimated delivery date has
passed so that you and your buyer can track an orders progress. Tracking also provides
greater protection and peace of mind for your buyers.&/li& &/li&Where possible, use the
shipping service the buyer requested.&/li& &/li&Use &/a
<https://www.ebay.com/help/selling/shipping-items/labels-packaging-tips?id=4085>&eBay
Labels&/a& so that tracking is uploaded automatically.&/li& &/li&&/a
<https://www.ebay.com/help/selling/shipping-items/estimated-delivery-dates-sellers?id=4086>&
gt;Set achievable handling times&/a& and adjust your handling time during busy seasons or
popular promotions.&/li& &/ul& &/h2&