

<h2>GUIDE.SUMMARY

What



Sometimes, we have to remove items that may cause a poor experience or other problems for sellers, buyers, or the eBay marketplace. Although these items aren't inappropriate for our site, they may not fit well in other policies (as advised by the policy and legal teams).

Not sure if this is the correct Government Requested of User Agreement policy? The following also falls within Government Requested or User Agreement:

[Government requested](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1213)

See the individual guide for full details of each policy or

[Listing policies - item ended, removed, or not renewed by eBay \(seller\)](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1070#lpl) for a brief summary of each policy.

<h2><h2>GUIDE.DETAILED\_INFORMATION

Mobile devices containing apps Internal Information Listings for devices containing the app game "Flappy Bird" (indicated in pictures or description) are being removed due to potential risk of creating losses and Bad Buyer Experiences (BBEs). We are not removing these listings under any of our infringement policies unless they are reported through VeRO and reviewed by the VeRO team.

<h2><h2>GUIDE.RELATED\_LINKS

Related help pages

User Agreement

<http://pages.ebay.com/help/policies/user-agreement.html>

Frequently Asked Questions about the User Agreement

<http://pages.ebay.com/help/policies/user-agreement-faqs.html>

Related articles

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1401"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1401)

[target="\\_blank"&eBay User Agreement](#)

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1070"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1070)Listing policies

- item ended, removed, or not renewed by eBay (seller)  
Related email templates

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL9355"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL9355)PI - Item removal

appeal, mobile devices with Flappy Bird

GUIDE.TALKING\_POINTS Crimea

As a global marketplace, we make every effort to comply with laws and regulations around the world. At the same time, we

offer the best possible customer experience to everyone who uses eBay, every day. Unfortunately

we are not able to provide our services to customers located in Crimea at this time. This includes

registering accounts in Crimea, shipping items to Crimea, and listing items from Crimea. We regret

any inconvenience that this may cause.

The inability for eBay to provide service in Crimea is due to the fact that there are not enough conditions for our work in the region, including

stable local financial services and IT infrastructure, or availability of major bank card systems

operations. It is, of course, affected by U.S. and EU measures, but not limited to it. We regret any

inconvenience that this may cause, and look forward to restart working with customers in the region,

once there are conditions for it.

Mobile device containing Flappy Bird

To ensure buyer safety and satisfaction, we have decided to remove this item because the

value of the device lies in the Flappy Bird game and not the device itself.

eBay cannot guarantee or verify the app can be delivered to or maintained by buyers. Also, if buyers wish

to use or synchronize the device, all pre-existing apps may be lost.

Because of this, we are not allowing devices with Flappy Bird to be listed or relisted on eBay.

If you wish to relist this item, please remove pre-loaded media and software and restore the device to

factory settings. We appreciate your cooperation.

Frozen snap bracelets

This item isn't allowed, as similar products have received a safety warning from

regulatory authorities. In the interest of consumer safety, and because counterfeit versions of this product that pose a danger to children have entered the market, eBay is not allowing the sale of any Frozen snap bracelets.

- PayPal Acceptable Use policy

In general, it means that PayPal reported your item for accepting PayPal as payment for an item that PayPal doesn't allow.

Items on eBay that offer PayPal as a payment option must follow

[PayPal Acceptable Use Policy](https://www.paypal.com/us/webapps/mpp/ua/acceptableuse-full). Those items that do not can be removed from eBay.

For more information, you can email questions about the PayPal policy to [PayPal](mailto:aup@paypal.com).

Deeper why of policy

We urge sellers and buyers to comply with all governmental regulations and laws. At our discretion, we also remove items that aren't consistent with our User Agreement, brand, or policies.

## GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE

See [a](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1043) Report a member for our instructions to report a listing.