

## SPx - Drop shipping policy - Selling practices

<h2>GUIDE.SUMMARY What Drop shipping, or having a 3rd party deliver orders on your behalf, is allowed if you own the items prior to listing or have an agreement with a wholesale supplier to list and sell their items. A user agreement from another retailer or marketplace does not fulfill this requirement. Sellers are not allowed to list an item that is not in their possession on eBay at a premium and then purchase the item from other retailers or marketplaces that ship the item directly to their customers. This creates multiple bad buyer experiences. This policy is contained in the <a href="https://www.ebay.com/help/selling/shipping-items/setting-shipping-options/drop-shipping?id=4176">Drop shipping</a> page and in the <a href="https://www.ebay.com/help/policies/selling-policies/selling-practices-policy?id=4346#section3">Selling practices policy</a> under the terms and conditions section. Internal Information <ul> <li>We are able to detect with an extremely high degree of confidence when sellers are not following this policy and will place issue 587 on their account and demote in search when we detect. Issue 502 is also placed on the account which will remove Top Rated Seller status if applicable.</li> <li>Please don't advise the seller on how to avoid detection, as this won't change the consequences. Only a removal of issue 587 will exclude the seller from the consequences. Issue 587 can only be removed by the drop shipping appeal team.</li> <li>There are many ways that we detect this activity on an account. It is not always clear if a seller is in violation after a quick review of the account. If the seller is insisting that they are not drop shipping, please send an appeal to the drop shipping appeal team, using the <a href="https://cskb.qa.ebay.com/csxbapp/art?page\_content&id=GUIDE1673&ViewLocale=en\_US#appealtemplate">appeal template</a>. <ul> <li>The drop shipping appeal team can be contacted at <a href="mailto:DL-eBay-DropShippingPolicyAppeals@ebay.com?subject=Appeal">DL-eBay-DropShippingPolicyAppeals@ebay.com</a>.</li> <li>You can expect a response within 5

business days.</li> </ul> </li> </ul>      
</h2></h2>GUIDE.RELATED\_LINKS Related Help pages </ul> </li>Selling practices policy<br> </a

href="https://www.ebay.com/help/policies/selling-policies/selling-practices-policy?id=4346">https://www.ebay.com/help/policies/selling-policies/selling-practices-policy?id=4346</a>   </li> </ul> </li>Drop shipping<br> </a

href="https://www.ebay.com/help/selling/shipping-items/setting-shipping-options/drop-shipping?id=4176">https://www.ebay.com/help/selling/shipping-items/setting-shipping-options/drop-shipping?id=4176</a></li> </ul> </h2></h2>GUIDE.TALKING\_POINTS I am not

violating the policy.  Why does eBay think I am not following the Selling practices policy? There are indications on your account that you are not in control of your inventory. It is against eBay policy to list an item on eBay and then purchase the item from another retailer or marketplace that ships directly to your customer. I have an agreement with a 3rd party. Can I send you proof? We can detect whether you are following this policy, so there is no need to provide evidence. To follow the drop shipping policy, you must demonstrate through your sales that you are in control of your inventory. For this to reflect on your account, the change in your account activity must occur for at least one month. Why must I have an agreement with the party that is delivering the item? eBay expects you to be in control of the fulfillment of your items.  When you lack an agreement with a 3rd party that is delivering items (or if you are in breach of the 3rd party's agreement), you do not have adequate control over the delivery of the items. This creates an unreasonably high likelihood of bad buyer experiences, which is not acceptable to eBay. Can you change it so I place higher in search? How long until I achieve better placement in search? I cannot make a change to your account so you place higher in Search. Once you follow the policy, you may see an improvement in 1-2 months. Why am I no longer Top Rated? I am meeting all of the requirements to be Top Rated? One of the consequences of violating the drop shipping policy is removal of your Top Rated Seller status. You will be eligible for Top Rated Seller status once you have a proven track record of

complying with this policy. </h2>