

eBay Money Back Guarantee (eMBG) policy

GUIDE.SUMMARY What The eBay Money Back Guarantee (eMBG) policy defines: Conditions that need to be met for coverage; Country-specific requirements and regulations; When it is appropriate for buyers to receive payouts (refunds); When it is appropriate for eBay to seek recoupment of funds from sellers; When eBay encourages buyers and sellers to work things out when there is an issue with a transaction; In the event that a resolution can't be reached between the members, either member can ask eBay to step in and help; To qualify for eMBG coverage, the transaction must meet all eligibility criteria; About the use case tables; Each case detail is presented with valid case outcome options (e.g. seller fault, buyer fault, eMIR); If a case outcome option isn't listed for the case detail, then that option does not apply; This article includes In Detailed Information A description of the member's experience during an eMBG case; In the Enforcement Criteria

Section and policy	Topics and use cases (in grey)
1.0 Eligibility	1.1
1.2	
2.0 Timeframes	2.1

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1520&ViewLocale=en_US#section1.1; Eligibility; 1.2; https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1520&ViewLocale=en_US#section1.2; Eligibility extensions; 2.0 Timeframes; 2.1

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=en_US#section2.1">Timeframes</td></tr></td>
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=en_US#section2.2">Timeframe variations - Other programs</td></tr></td>
</tr></td>rowspan="2" valign="top">3.0 Item Not Received (INR)</td></td>
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=en_US#section3.1">INR</td></tr></td>
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=en_US#section3.2">INR use cases</td></tr></td>rowspan="2"
valign="top">4.0 Returns, replacements and exchanges</td></td>
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=en_US#section4.1">Returns</td></tr></td>
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valign="top">6.0 Valid proofs</td></td>valign="top">6.1</td></td>

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=en_US#section10.2">eBay Concierge program</td> </tr> </td>
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=en_US#section10.5">Tyre Installation Services</td> </tr> </td>
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=en_US#section10.6">eBay Plus</td> </tr> </td>
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=en_US#section10.8">International Freight Forwarding (IFF)</td> </tr> </td>
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=en_US#section10.9">eBay international standard delivery</td> </tr> </td>
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=en_US#section10.9usecases">eBay international standard delivery use

cases</td> </tr> </tr> <td valign="top">10.10</td> <td
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=
en_US#section10.10">Post Sale Authentication (Authenticity guarantee)</td>
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=
en_US#section10.11">Buy online Pick up in store (BOPIS)</td> </tr> </tr>
<td rowspan="3" valign="top">11.0 Refunds, courtesy refunds, and recoupment</td> <td
valign="top">11.1</td> <td valign="top"><a
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=
en_US#section11.1">Refunds</td> </tr> </tr> <td
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=
en_US#section11.2">Courtesy refunds</td> </tr> </tr> <td
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=
en_US#section11.3">Recoupment</td> </tr> </tr> <td rowspan="3" valign="top">12.0 Legal and compliance principles</td> <td valign="top">12.1</td>
<td valign="top">12.2</td> <td valign="top"><a
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=
en_US#section12.1">Documentation standards</td> </tr> </tr> <td
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=
en_US#section12.2">Compliance principles (includes scope and ownership)</td>
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href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520&ViewLocale=

en_US#section12.3">Money movement</td> </tr> </tbody> </table>

Country abbreviations US = United States of America CA = Canada CAfr = Canada, french speaking site option. CA rules typically apply unless otherwise noted UK = United Kingdom IE = Ireland FR = France IT = Italy ES = Spain FRITES = France, Italy, and Spain These countries often align, so "FRITES" has become a shorthand way of referring to them internally DE = Germany AT = Austria CH = Switzerland DEATCH = Germany, Austria, and Switzerland These countries often align, so "DEATCH" has become a shorthand way of referring to them internally BE = Belgium BEfr = Belgium, french speaking site option. BE rules typically apply unless otherwise noted BEnl = Belgium, dutch speaking site option. BE rules typically apply unless otherwise noted NL = Netherlands PL = Poland AU = Australia CN = China, to include Hong Kong and Taiwan </h2></h2>GUIDE.RELATED_LINKS Related links

External options when the transaction isn't covered by eMBG

- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567> Returns Remorse, SNADs, False SNADs, and Forced SNADs
- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1643> Automation returns and refunds
- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1566> Item not received (INR), including stolen from porch
- Related solutions
- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10961> eMBG - Seller - Fraudulent returns - request Affidavit declaration - HOLD
- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL11339> eMBG - Buyer - request Affidavit declaration - STOLEN FROM PORCH - HOLD
- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL11573> eMBG - Buyer - request Affidavit declaration - Damaged in transit - HOLD
- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL5155> eMBG - Buyer hold - Counterfeit, declaration not to resell item

GUIDE.DETAILED_INFORMATION

Member experience These are the steps of a request and eMBG case. The steps are sequential -- they always go in this specific order. Requests and cases may not go through all steps. For example, if the seller and buyer reach resolution at the second step, then there is no need for the next steps.

- Buyer opens a request because of an issue with their item
- The buyer uses My eBay Purchase History to open the request
- The seller is alerted that there is an issue with the item
- Issues can include:
 - The item wasn't received
 - The item was received, but something was wrong with it

The item was received, and the buyer experienced remorse about the purchase

 The seller chooses whether to respond to the request Once the request is open, the seller is given time to respond and resolve the issue. This time is referred to as Seller Make It Right (SMIR) If a seller can resolve the issue within the time frame allowed, there is no negative impact to the seller's performance rating If the seller resolves the issue with a full refund within the time frame allowed, they have their final value fees returned
 The seller, buyer, or an eBay automated system (e.g., IFD) asks eBay to step in and help (escalate) If the buyer and seller are unable to come to a resolution, either can ask eBay to step in Once a request is escalated, it becomes a case
 eBay steps in When the request is escalated to a case, eBay reviews the transaction to ensure it's eligible for coverage. eBay may place the case on hold to extend the time frames allowed. eBay places holds in order to get more information from the buyer, seller, or carrier
 Case adjudication Based on the information available during the review, eBay determines the outcome of the case. This is referred to as adjudication. If the case is determined to be the seller's fault, the case will impact the seller's performance rating The case adjudication determines: The case outcome (buyer fault, seller fault, eBay Make It Right, Close claim by eBay) If the item must be returned to the seller The person responsible for return shipping costs If the buyer is due a refund If eBay will seek recoupment from the seller for the buyer's refund
 Seller or buyer appeals If either the buyer or seller disagree with the case outcome, they can appeal the decision The appeal reason is reviewed by eBay to determine if the original case adjudication was correct </h2>