

Certified Refurbished item condition

GUIDE.SUMMARY What

- Certified Refurbished is a brand new listing item condition gated for sellers who are pre-qualified into the program.
- This guide covers
 - The Certified Refurbished program (item condition Certified Refurbished)
 - For information about the Seller Refurbished program (item conditions Excellent - Refurbished, Very Good - Refurbished and Good - Refurbished), go to https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1782&viewlocale=en_US&curPage=art&prevPage=srp
 - Who
 - Sellers who are part of the program are the only ones eligible to list in the Certified Refurbished condition.
 - To qualify for the Certified Refurbished program, sellers must meet a strict set of requirements, including proof that refurbished inventory was purchased directly from the manufacturer or authorized seller.
 - eBay will review your inventory and account to ensure that they meet the program requirements.
 - How
 - Our Certified Refurbished program allows pre-qualified eBay sellers to use Certified Refurbished in their listings, including subtitles, product descriptions, and titles.
 - Certified Refurbished listings that do not meet our condition requirements will be blocked from renewing unless the item condition is changed to Seller Refurbished.
 - In addition, through October 9, 2020, listings created as Manufacturer Refurbished will automatically display as Seller Refurbished to buyers.
 - For Canada: through January 19, 2021.

GUIDE.RELATED_LINKS

Related pages US:

- Certified Refurbished landing page
<https://pages.ebay.com/certified-refurbished/cr-program-hub.html>
- Item condition by category
[https://www.ebay.com/help/selling/listings/creating-managing-listings/item-conditions-
?id=4765](https://www.ebay.com/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765)

category?id=4765&/a> &/li> &li>Manage returns, missing items, and refunds for sellers&br> &a href="https://www.ebay.com/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079"&https://www.ebay.com/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079&/a> &/li> &li>Verified Rights Owner program&br> &a href="https://pages.ebay.com/seller-center/listing-and-marketing/verified-rights-owner-program.html"&https://pages.ebay.com/seller-center/listing-and-marketing/verified-rights-owner-program.html&/a>&/li> &li>Allstate protection plan&br> &a href="https://pages.ebay.com/refurbishedprogramwarranty/index.html"&https://pages.ebay.com/refurbishedprogramwarranty/index.html&/a>&/li> &li>Rules and policies&br> &a href="https://www.ebay.com/help/policies/default/ebays-rules-policies?id=4205"&https://www.ebay.com/help/policies/default/ebays-rules-policies?id=4205 &/a> &/li> &li>Seller application to apply to be part of the Certified Refurbished program&br> &a href="https://connect.ebay.com/srv/survey/a/sellerops.refurb?footer=0&legal=0"&https://connect.ebay.com/srv/survey/a/sellerops.refurb?footer=0&legal=0 &/a> &/li> &/ul> CA: &ul> &li>Certified Refurbished landing page (goes live week of Feb 1st 2021)&br> &a href="https://ebay.ca/certifiedrefurbishedhub"&https://ebay.ca/certifiedrefurbishedhub&/a> &/li> &li>Item condition by category&br> &a href="https://www.ebay.com/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765"&https://www.ebay.ca/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765&/a>&/li> &li>Manage returns, missing items, and refunds for sellers&br> &a href="https://www.ebay.ca/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079"&https://www.ebay.ca/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079"&/a>&/li>

ns-missing-items-refunds-sellers?id=4079 Verified Rights Owner
program
 https://www.ebay.ca/help/policies/listing-policies/selling-policies/intellectual-property-vero-program?id=4349&st=3&pos=1&query=Verified%20Rights%20Owner%20(VeRO)%20policy&intent=VERO&context=unavailable&lucenceai=lucenceai Allstate
warranty
 https://pages.ebay.ca/certified-refurbished/crwarranty.html Rules and policies

https://www.ebay.ca/help/policies/default/ebays-rules-policies?id=4205 Seller
application to apply to be part of the Certified Refurbished program
 https://www.ebay.ca/srv/survey/a/marketing.sellingrefurbished.ca
 CAFR:
 Certified Refurbished landing page (goes live week of Feb 1st
2021)
 https://cafr.ebay.ca/certifiedrefurbishedhub Item condition by category
 https://www.cafr.ebay.ca/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765 Manage returns, missing items, and
refunds for sellers
 <a
href="https://www.cafr.ebay.ca/help/selling/managing-returns-refunds/manage-returns-missing-items

-refunds-sellers?id=4079"><https://www.cafr.ebay.ca/help/selling/managing-returns-refunds/mana ge-returns-missing-items-refunds-sellers?id=4079> Verified Rights Owner program
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[https://www.ca fr.ebay.ca/help/policies/listing-policies/selling-policies/intellectual-property-vero-program?id=4349& st=3&pos=1&query=Verified%20Rights%20Owner%20\(VeRO\)%20policy&intent= VERO&context=unavailable&lucenceai=lucenceai](https://www.ca fr.ebay.ca/help/policies/listing-policies/selling-policies/intellectual-property-vero-program?id=4349& st=3&pos=1&query=Verified%20Rights%20Owner%20(VeRO)%20policy&intent= VERO&context=unavailable&lucenceai=lucenceai)</div>

Allstate warranty
<https://pages.cafr.ebay.ca/ certified-refurbished/crgarantie.html>Rules and policies
</div>

<https://www.c afr.ebay.ca/help/policies/default/ebays-rules-policies?id=4205></div>

Seller application to apply to be part of the Certified Refurbished program
<https://connect.c afr.ebay.ca/srv/survey/a/marketing.certifiedrefurbish.cafr></div>

<h2>GUIDE.TALKING_POINTS</h2> General questions and answersWill I need to update my item condition if Im not in the program?No. If you are not in the Certified Refurbished program and you have listings with Manufacturer Refurbished as the item condition, the Manufacturer Refurbished item condition in your listings will change to Seller Refurbished.Can I still call my items refurbished if they arent Certified Refurbished?There are two "refurbished" item conditions:Seller RefurbishedCertified RefurbishedIf you are not eligible to list your items as Certified Refurbished, your item condition will be listed as Seller

Refurbished. [US: \[Learn more\]\(https://www.ebay.com/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765\)](https://www.ebay.com/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765)

[CA: \[Learn more\]\(https://www.ebay.ca/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765\)](https://www.ebay.ca/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765)

[CAFR: \[Learn more\]\(https://www.cafr.ebay.ca/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765\)](https://www.cafr.ebay.ca/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765)

[US: \[Learn more\]\(https://www.ebay.com/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079&st=3&pos=1&query=Manage%20returns%2C%20missing%20items%2C%20and%20refunds%20for%20sellers&intent=returns&lucenceai=lucenceai\)](https://www.ebay.com/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079&st=3&pos=1&query=Manage%20returns%2C%20missing%20items%2C%20and%20refunds%20for%20sellers&intent=returns&lucenceai=lucenceai)

[CA: \[Learn more\]\(https://www.ebay.ca/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079&st=3&pos=1&query=Manage%20returns%2C%20missing%20items%2C%20and%20refunds%20for%20sellers&intent=returns&lucenceai=lucenceai\)](https://www.ebay.ca/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079&st=3&pos=1&query=Manage%20returns%2C%20missing%20items%2C%20and%20refunds%20for%20sellers&intent=returns&lucenceai=lucenceai)

[CAFR: \[Learn more\]\(https://www.cafr.ebay.ca/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079&st=3&pos=1&query=Manage%20returns%2C%20missing%20items%2C%20and%20refunds%20for%20sellers&intent=returns&lucenceai=lucenceai\)](https://www.cafr.ebay.ca/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079&st=3&pos=1&query=Manage%20returns%2C%20missing%20items%2C%20and%20refunds%20for%20sellers&intent=returns&lucenceai=lucenceai)

I am a Top Rated seller. Why do I need to be both in good standing and have average or better service level metrics to meet the program requirements?

In order to ensure an item sold as

Certified Refurbished meets a consistent standard of buyer expectations, for all sellers in this program were using both:

- the seller standing
- and average or better service level metrics

 [INTERNAL] Is there an exemption from VeRO warnings for Certified Refurbished listings?

- Unfortunately, at this time, we do not have an automatic exemption or review of VeRO permissions.
- It is possible that authorized sellers may be mistakenly contacted by a brand to cease and desist listing until they demonstrate evidence of reseller status.

 US:

[Learn more](https://pages.ebay.com/seller-center/listing-and-marketing/verified-rights-owner-program.html) [Learn more](https://www.ebay.ca/help/policies/listing-policies/selling-policies/intellectual-property-vero-program?id=4349&st=3&pos=1&query=Verified%20Rights%20Owner%20(VeRO)%20policy&intent=Vero&lucenceai=lucenceai) [Learn more](https://www.cafr.ebay.ca/help/policies/listing-policies/selling-policies/intellectual-property-vero-program?id=4349&st=3&pos=1&query=Verified%20Rights%20Owner%20(VeRO)%20policy&intent=Vero&lucenceai=lucenceai)

[Learn more](https://www.cafr.ebay.ca/help/policies/listing-policies/selling-policies/intellectual-property-vero-program?id=4349&st=3&pos=1&query=Verified%20Rights%20Owner%20(VeRO)%20policy&intent=Vero&lucenceai=lucenceai)

- I completed the webform application for the program. When will I hear back?
- Within two weeks
- What is the difference between Certified Refurbished, Manufacturer Refurbished, and Seller Refurbished?
- On eBay, a Certified Refurbished item is:
 - In pristine, like-new condition which has been professionally inspected, cleaned, and refurbished to original specifications by the manufacturer or a manufacturer-approved vendor.
 - Expected to be in new packaging with original or new accessories, offers a manufacturer-backed warranty and have free returns, and free shipping.
- A Seller Refurbished item has been restored to working order by the eBay seller or a third party. This means the item:
 - Was

inspected, cleaned, and repaired to full working order

- Is in excellent condition
- May or may not be in original packaging

Please see <https://www.ebay.com/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765> for more information

CA: <https://www.ebay.ca/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765>

CAFR: <https://www.cafr.ebay.ca/help/selling/listings/creating-managing-listings/item-conditions-category?id=4765>

Who certifies the item?

- The brand or manufacturer certifies the process of refurbishment.

Will any seller be able to select the item condition of Certified Refurbished in all listing flows (SYI, Bolt, Native) and submit a listing?

- No, not all sellers will be able to create a listing with the Certified Refurbished item condition
- Sellers who are not in the Certified Refurbished program will see the condition but only sellers who are in the program can use the condition in their listings
- At which point would sellers get a message that they are or are not able to use Certified Refurbished due to whitelisting status?
- On 9/17 the Manufacturer Refurbished condition will be gated and all sellers will not be able to list against that condition.
- For Canada: On January 19, 2021
- On 10/7 sellers who are not on the approved Certified Refurbished list and try to list against the new Certified Refurbished condition will get an error message.
- For Canada: On February 16, 2021

I am a seller in the Certified Refurbished program and I am blocked from creating a listing. Why?

- Ask the seller if they can share the error message they are seeing when they try to create a listing. See the Error codes section below for an explanation
- If a non-whitelisted seller tries to list using CR what block messaging will they see in the listing flow?
- It looks like you selected an item condition that

your account is not eligible to use. Please select another item condition and try listing your item again. You can learn more about the Certified Refurbished item [here](https://pages.ebay.com/certified-refurbished/cr-program-hub.html)

- Warranty questions and answers How do I know if my Certified Refurbished item is eligible for a warranty?
- All Certified Refurbished items come with a free two-year warranty from Allstate.
- For Canada: All Canadian Certified Refurbished items purchased by Canadians come with a 2-year warranty from Allstate.
- You can find more information on the the warranty [here](https://pages.ebay.com/buyerprotection/squaretrade.html)

CA: <https://pages.ebay.ca/certified-refurbished/crwarranty.html>

CAFR: <https://pages.cafr.ebay.ca/certified-refurbished/crgarantie.html>

GUIDE.DETAILED_INFORMATION

Prequalifying requirements Certified Refurbished item listings must meet these requirements:

- Professionally refurbished to a high standard, with few or no visible blemishes
- Sold by or sourced directly from the manufacturer, with proof of purchase or authorization
- Includes manufacturer warranty, free shipping, and 30-day free returns
- Items are shipped in new packaging (similar to new packaging or brown box) with original or new accessories

Qualifications

- You are the manufacturer, or
- You are a manufacturer-approved vendor, in which case you will need to provide evidence that you are authorized to resell the manufacturers products
- Your inventory meets Certified Refurbished condition requirements
- You are in good standing, have average or better service level metrics, and follow all

<https://www.ebay.com/help/policies/default/ebays-rules-policies?id=4205>

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policies<https://www.cafr.ebay.ca/help/policies/default/ebays-rules-policies?id=4205>;eBay

Applying for the program

If sellers meet the program criteria and wish to participate, sellers can complete the following form to express their interest.

Sellers will be contacted within two weeks.

Sellers can go <https://connect.ebay.com/srv/survey/a/sellerops.refurb?footer=0&legal=0> here to apply to be part of the Certified Refurbished program. The seller will also receive a confirmation email once they have submitted their application.

<https://www.ebay.ca/srv/survey/a/marketing.sellingrefurbished.ca><https://connect.cafr.ebay.ca/srv/survey/a/marketing.certifiedrefurbish.cafr>

Eligible categories

The following categories are eligible to be listed with the Certified Refurbished condition:

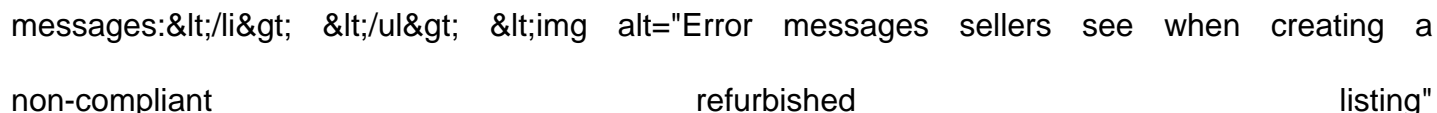
- Laptops
- Portable Audio
- Power Tools
- Small Kitchen Appliances
- Vacuums

Blocked listings/Error messages in listing flow

As part of the Refurbished program, sellers agree to offer free shipping and free returns

From June 2022, if sellers create a Certified Refurbished listing that doesn't offer free shipping and free returns, they'll see an error message during the listing flow

Here are the error messages:



https://cskb.qa.ebay.com/library/EBAY/1744_GUIDE/Refurb%20rules%20error%20messages.PNG

Allstate warranty

Every Certified Refurbished item comes with a free

two-year warranty from Allstate. The warranty information is found on the view item page by the shop with confidence module. You can find more information on the warranty here CA: https://pages.ebay.ca/certified-refurbished/crwarranty.html CAFR: https://pages.cafr.ebay.ca/certified-refurbished/crgarantie.html Note: Warranty only applies to US buyers on .com site Warranty in Canada only apply to buyers in Canada of Canadian items on .ca / .cafr sites </h2>