

## Seller protections abuse policy

Frequently Asked Questions What protections are available for sellers? When you deliver on your service promises to create good buying experiences, we will protect you from abusive buying behavior and from events outside your control. Learn more about

<https://www.ebay.com/help/policies/selling-policies/seller-protection-policy?id=4345>

Seller protections

Read our full policy

Seller protections abuse policy overview

You may not misuse eBay seller protections. Sellers who don't follow this policy may lose their eligibility for protections.

How to use these protections

Only report buyers who falsely claim an item was not as described

Sellers are responsible for delivering to the buyer the item that was described in the listing. You may not report a buyer when you are at fault, for example:

- An incorrect item was sent, or it did not include all the parts
- The item or its condition was described inaccurately
- The item was damaged during shipment, even if the damage was not as a result of how the item was packaged
- Anything else that could cause the buyer to believe they received a different item than that described in the listing

Give full refunds on all returns unless the buyer used or damaged the item before returning it

- Only eligible sellers may withhold part of the refund to recover the lost value due to buyer use or damage
- The amount withheld should be equal to or less than the value lost due to buyer use or damage

Sellers may not withhold a refund for any reason other than recovering the lost value due to buyer use or damage

Do not misuse or manipulate eBay Guaranteed Fit

<https://www.ebay.com/sellercenter/protections/ebay-guaranteed-fit> eBay Guaranteed Fit - opens in new window or tab is designed to protect buyers and sellers from challenges associated with fitment issues, so it is important that sellers do not misuse this

program.<ul><li>Make sure that you provide accurate compatibility information for your eligible items. Do not select fitment details that do not match your vehicle part or accessory</li><li>Do not advise a buyer to select the return reason "Doesn't fit my vehicle" when they want to return the item for a different reason</li></ul> Activity on eBay is required to follow this policy, the eBay <a href="https://www.ebay.com/help/policies/member-behavior-policies/user-agreement?id=4259">User Agreement</a> and all applicable laws, as well as respect the rights of third parties. If it doesn't, eBay may take action consistent with applicable laws and the eBay <a href="https://www.ebay.com/help/policies/member-behavior-policies/user-agreement?id=4259">User Agreement</a>, and may even be legally required to do so. Such actions may include, as an example only: Removing the listing or other content, issuing a warning, restricting activity or account suspension.<h2 id="section3">Why does eBay have this policy?</h2>This policy helps us to maintain a fair and safe marketplace for all our members. When eBay members abuse the protections we provide, it limits our ability to provide protections.</h2>