

Performance gaming policy

Canceling a transaction, and selecting a false reason to avoid a defect, is not allowed. Sellers must also use only valid, accurate tracking.

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What is the policy?

Canceling a transaction, and selecting a false reason to avoid a defect, is not allowed. To cancel a transaction, the seller must:

- Notify the buyer of the cancellation reason
- Cancel the transaction within 30 days of the sale
- Use the correct process in My eBay or Seller Hub:
- Go to My eBay > Sold and locate the item. From the More actions drop-down menu, select Cancel this order. Or;
- Go to Seller Hub and locate the item. From the Actions drop-down menu, select End
- Choose an accurate reason for the cancellation, and follow the on-screen instructions

Sellers must also provide valid and accurate tracking:

- Upload the correct tracking details within the handling time in the listing. Sellers who provide invalid or fake tracking information, or change tracking consistently, may be investigated for gaming our policies
- Only mark the item as "shipped" once it has been sent
- The tracking number uploaded after the item has sold must match the shipping location provided in the listing

Activity on eBay is required to follow this policy, the eBay User Agreement 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 User Agreement, 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.

Why does eBay have this policy?

This

policy helps set buyer expectations about when they will receive their items, avoids defects, and protects seller performance standings.</h2>

<h2>performance gaming,gaming the system,gaming,false reason,defect,avoid defect,tracking,accurate tracking,shipping location</h2>