

The eBay vault

The eBay vault is a climate-controlled, physical storage facility protected by 24-hour security for the safe storage of your trading cards. You can also use the eBay vault to seamlessly buy and sell trading cards on eBay.

Enrolling in the eBay vault

You can use the eBay vault after enrolling with your eBay account. Once you enroll, you'll be able to send your qualifying purchases to the eBay vault and view them in your Collection.

Tip Make sure you've already enabled [2 step verification](https://accounts.ebay.com/acctsec/security-center) - opens in new window or tab before enrolling in the eBay vault. See the [page](https://www.ebay.com/help/account/protecting-account/tips-keeping-ebay-account-secure?id=4872#section2) for more information.

Here's how to enroll in the eBay vault:

- Read the eBay vault [Terms & Conditions](https://pages.ebay.com/vault/) - opens in new window or tab, then select **Accept and continue**.
- Select **Send text** to receive a one-time security code.
- Enter your security code and select **Verify**.
- Save your unique single-use recovery codes somewhere safe. You'll need these codes to regain access to eBay and the eBay vault if your phone is lost.
- Select **I saved my recovery codes**.

Sending purchases to the eBay vault

During checkout you can choose to send eligible cards to the eBay vault. Before the card is sent to the eBay vault, it will first be sent to industry experts for authentication and to confirm it was accurately described. Once the card is verified, it will be packaged in custom packaging and securely shipped to the eBay vault. Once the card has been received at the eBay vault, it'll be added to your Collection.

Cards eligible for the eBay vault

To be accepted in the eBay vault, cards need to be:

- Graded single trading cards
- Valued at \$750 and above
- Listed in the Sports Trading Cards or Collectible Card Games

categoriesEligible to pass Authenticity GuaranteeDirectly purchased on eBay<h2>Only cards graded by the following graders will be accepted:</h2>Professional Sports Authenticator (PSA)Beckett Grading Services (BGS)Sportscard Guaranty Corporation (SGC)Certified Collectibles Group's affiliates (CCG)Certified Guaranty Company (CGC)Certified Sports Guaranty (CSG)<h2 id="section3">Viewing your Collection stored in the eBay vault</h2><p>You can view and manage your cards stored in the eBay vault with the Collection beta tool. Here's how:</p>Go to My eBay and select Collection beta.Go to the In the eBay vault section and select the arrow icon on the right-hand side.Use the Status filter and Search feature to find a specific card.Select the card to see further details and options.<p>See the <a

98">Order cancellation policy page for more information.<h2 id="section5">Buying cards stored in the eBay vault</h2>If a card is currently stored in the eBay vault, you'll see the eBay vault badge next to the listing photo. Every card stored in the eBay vault is insured, inspected by industry experts, confirmed as accurately described in the listing and backed by Authenticity Guarantee.TipTo learn more about Authenticity Guarantee, see the eBay Authenticity Guarantee and Authenticity Guarantee for Trading Cards - opens in new window or tab pages.After purchasing a card stored in the eBay vault, you can choose to keep the card in the eBay vault or have it shipped to you.If you choose to keep your purchase in the eBay vault, ownership is instantly transferred. It can take up to 24 hours for the card to show in your Collection.If you choose to have your purchase shipped to you, your card will be packaged in custom protective packaging and shipped using a tracked service with signature confirmation.An eBay vault order is considered final sale and can't be returned. If an item is lost or damaged in transit it may be eligible for eBay Money Back Guarantee. See the eBay Money Back Guarantee policy page for more information.<h2 id="section6">Withdrawing your card from the eBay vault</h2>You can withdraw cards in your Collection from the eBay vault at any time. Keep in mind that a withdrawal fee will apply when you withdraw cards from your Collection.Here's how to withdraw an item from the eBay vault:Select Withdraw this item next to the card in the Collection beta tool.Select Withdraw this item again to confirm your withdrawal request.Review the details of your withdrawal, including shipping address, withdrawal fee, and order total.Select Confirm and pay to proceed.Verify your identity using a one-time security code sent to your

phone.Once the withdrawal request has been made, we'll package and ship your card using a tracked service with signature confirmation. Cards that are withdrawn from the eBay vault are not eligible for eBay Money Back Guarantee but may be covered separately in the event that an item is lost or damaged in transit.We recommend consulting with your tax advisor about your individual use tax responsibility after withdrawing your card.<h2 id="section7">Reporting a missing or damaged card</h2>If you didn't receive your card or it arrived damaged, you can report it to us and we'll help you resolve the issue. To report a card you didn't receive, see our Get help with an item that hasn't arrived page. To report a card which arrived damaged, see our Return an item for a refund page.</h2>