

Seller Protections: We Have Your Back.



Seller Protections

When you deliver on your service promises to create great buying experiences, we'll protect you from abusive buyer behavior and from events outside your control.

We provide protections when:

- An item arrives late that you shipped on time
- An item is returned after it was opened, used, or damaged when you offer free returns
- You delivered on your service promises, but you received feedback or a defect that was not accurate
- A buyer changes their order or demands extras

Your track record matters. New protections for Top Rated Sellers.

Starting October 1, 2019, we're improving the way we protect you from returns abuse.

How to qualify:

- Be a Top Rated Seller
- Offer 30-day returns
- Reside in the US
- List your item on ebay.com and you are protected whether you ship the item to a buyer in the US or internationally

New protections:

You can give a partial refund for items returned opened, used or damaged.

- Recover the cost of the decreased value of the item
- Give refunds based on the condition of the item – you can deduct up to 50%
- We'll remove feedback and defects and we'll take care of any remaining issues with the buyer

You'll receive a credit for returns shipping cost when the buyer falsely says the item is not as described.

- Report the buyer when you issue the refund through the eBay returns flow
- You will receive a credit on your invoice for the amount of the return shipping cost up to \$6
- We will automatically remove any feedback, defects, and open cases in service metrics

Key Takeaways

Complete the return and report the buyer.

- Remain courteous and professional
- Honor your service promises and accept the return
- Report abusive activity so we can take action to protect you

Resources

[ebay.com/sellerprotection](https://www.ebay.com/sellerprotection)

FAQs

How does eBay protect me as a seller?

We're here for you when things don't go as planned and we will protect you from:

Abusive buying activity:

- A buyer falsely claims an item was not as described or wasn't received
- A buyer returns an item after it was opened, used, damaged or missing parts
- A buyer retracted their bid or didn't pay
- A buyer changed their order, requested a discount or something extra
- A buyer asked to take the sale off eBay
- A buyer sent threatening or abusive messaging

Events outside your control where:

- You receive a late shipment for an item that arrived late, but tracking shows that you shipped it on time
- You receive a late shipment due to severe weather or a carrier disruption
- The buyer files an item not received claim and tracking shows on-time delivery

What are the new protections for Top Rated Sellers?

Beginning October 1, 2019, we'll be taking your track record into account with new protections for Top Rated Sellers, when a buyer falsely claims an item was not as described or when an item has been returned after it has been used or damaged.

How do I qualify for these new protections?

- Top Rated Sellers who reside in the US are eligible for protections on items that offer 30 day or longer returns and are listed on **eBay.com**.
- The protections apply whether you ship the item to a buyer in the US or internationally.

I received a false claim – what should I do?

- Offer 30 day or longer returns to be protected from item not as described claims on eligible transactions.
- If a buyer makes a false claim, please accept the return and report the buyer to us. You will receive a return shipping label subsidy on your invoice. We will also automatically remove any negative and neutral feedback, defects, and open cases in service metrics.
- Provide ship tracking to avoid item not as described claims. When tracking shows on-time item delivery, you are protected.

I received a return that was used and/or damaged – what should I do?

- When you give a refund for an item that has been returned after it has been used or damaged, you can deduct up to 50% from the refund for the lost value of the item. We will take care of any issues with the buyer, including removing any negative and neutral feedback, defects, and open cases in service metrics.

I am not a Top Rated Seller – am I still protected?

- You must be a Top Rated Seller to qualify for these enhanced protections. Visit **ebay.com/toprated** to learn how to become a Top Rated Seller.
- All sellers are protected from abusive buying activity when they report it to us and we take action on the buyer for violating policy. This includes removing feedback, defects or open claims from service metrics left by the buyer.
- If you are not a Top Rated Seller, you can still qualify for protections on items returned opened, used or damaged when you offer free returns. You can keep up to 50% from the refund to recover the lost value of the item. We will take care of any issues with the buyer, including removing any negative and neutral feedback, defects, and open cases in service metrics.