

# EBAY RETURN RESOLUTION PILOT

## FREQUENTLY ASKED QUESTIONS

### **Why is eBay doing this pilot program?**

As a seller, you have valuable insights into buyers' behavior, which can help eBay continue to improve today's returns experience. We're launching a limited pilot program to better understand how our proposed return resolution solutions will work most effectively for you and your buyers. This pilot is another step in our ongoing effort to make changes based on your feedback, and give you more options when something doesn't go smoothly after the sale.

### **Why doesn't eBay make this pilot available to all sellers?**

A limited pilot will help us better understand the impact of our proposed solutions to the entire marketplace. Our goal is to gather enough information during the pilot to determine the correct future action.

### **How long will the pilot last?**

We launched the returns resolution pilot with a small group of sellers in November 2015, and have since expanded it to include a growing number of invited sellers. eBay will continually evaluate results to determine next steps, including whether to extend the length or breadth of the pilot.

### **What are considered "not as described" returns?**

When a buyer requests a return on eBay, they may choose from a dropdown list of options to let you know why they want to return the item. Some of these options are considered "remorse" reasons for the return, such as the buyer changed his or her mind.

Other reasons for return options are considered "not as described"—which means the item somehow didn't exactly match what was in the listing or there was something wrong with the item. eBay requires sellers to pay for return shipping for "not as described" returns.

### **What can I expect to experience as a pilot participant?**

You'll continue to receive return requests as usual, and you should continue to process them per your return preferences and policies on eBay.com.

*Here's what's new:* After the item is delivered back to you and you've inspected it, you now have additional options to handle the refund. You can proceed with a full refund or, if you feel the buyer chose an incorrect reason for the return, you can decide how to handle the refund through the following options:

- Give a full refund for item cost and original shipping
- Refund the full item cost, *but* select whether to:
  - refund the original shipping amount paid
  - charge the buyer for the return shipping cost
  - charge the buyer the restocking fee listed in your policy (this option may not be shown for some international transactions—as some countries don't permit restocking fees)
- If the item returned to you doesn't match the item you originally shipped, do not send a refund and ask eBay to help

## What refund options will I see when processing a “not as described” return?

Example: This is how “not as described” refunds are currently handled on eBay. When a buyer requests a return on eBay, sellers can only select to send a full refund:

The screenshot shows the eBay 'Refund the buyer' interface. At the top, there is a search bar and navigation links. Below the search bar, the page title is 'Refund the buyer'. A table displays the refund details:

Item price	\$20.00
Original shipping	\$2.00
<b>Refund total</b>	<b>\$22.00</b>

Below the table, there is a blue button labeled 'Refund the buyer'. At the bottom, a small disclaimer reads: 'By submitting the refund you are authorizing eBay to instruct PayPal to refund from your PayPal account'.

During the pilot, participants will see the additional options for handling refunds:

The screenshot shows the eBay 'Refund the buyer' interface with three options:

- Send a full refund
- Decide what to refund
- Don't refund now - ask eBay to step in and help

The 'Send a full refund' option is selected. Below the options, the same table from the previous screenshot is shown. At the bottom, there is a blue button labeled 'Next'.

As always, you can still give buyers a full refund. This has not changed.

The screenshot shows the eBay 'Refund the buyer' interface with the 'Decide what to refund' option selected. Below the options, there is a table with checkboxes and a text box:

<input checked="" type="checkbox"/> Item price	\$20.00	If you think the buyer abused the return, you can decide what to refund. For example, if the buyer stated the wrong return reason, you can choose not to refund the return shipping. Keep in mind you're required to send a full refund if the item wasn't as described. The buyer can ask us to step in and help if they're not satisfied with the refund.
<input checked="" type="checkbox"/> Original shipping	\$2.00	
<input checked="" type="checkbox"/> Restocking fee (10%)	-\$2.00	
<input checked="" type="checkbox"/> Return shipping	-\$5.40	
<b>Refund total</b>	<b>\$14.60</b>	

Below the table, there is a blue button labeled 'Next'.

During the pilot, you'll see these additional refund options when handling “not as described” returns.

Home > My eBay > Send the refund

Send the refund

Item price	\$20.00
Original shipping	\$2.00
Return shipping	-\$5.40
Restocking fee (10%)	-\$2.00

**Refund total** **\$14.60**

I just received the item back and the case is not broken. I am refunding you the item price less the shipping costs and a restocking fee.

[Send Refund](#)

*Before sending a refund, be sure to leave a message for the buyer explaining why you deducted shipping or restocking fees.*

Finally, once the return is closed, you'll have the option (as you do with all successfully resolved returns) to report a problem with the buyer without any impact to your seller standing.

Home > My eBay > Give feedback on this buyer

Give feedback on this buyer

**You sent a refund of US \$14.60**

If you think the buyer abused a return policy, we want to know. We won't share your feedback with the buyer.

I didn't agree with the buyer's reason for return

The buyer said that the case was damaged, but when I received the item back, it was still brand new in box and unopened.

**Why we want your feedback?**  
We're committed to making eBay a fair and safe place to sell. We won't reply to you directly, but we'll use your feedback to help protect you and other sellers from buyers who abuse returns.

[Submit](#) [No thanks](#)

### **Will I see the new refund options on all returns?**

No. You'll only see the new refund options when the reason for the return is "not as described" and the item is being shipped back to you. Additionally, if you have set rules to refund the buyer automatically and tell the buyer to keep the item instead of shipping it back to you, you won't see the refund options for those items.

### **What are some examples of when and how I might use these new refund options?**

If you feel the buyer is choosing an incorrect reason in order to circumvent your return policy or site policies, such as paying for shipping or restocking fees, it's up to you to decide whether to refund the buyer fully or use the partial options. Just keep in mind that the more positive the buyer feels about the purchase and return experience on eBay, the more likely he or she is to become a repeat buyer.

Here are some general rules-of-thumb for knowing when and how to use the refund options:

- If you agree with your buyer about the reason for the return, or always accept all returns and offer full refunds: **choose “Send a full refund”**
- If you disagree with the buyer’s “not as described” return reason and are confident they chose it to avoid paying for return shipping: **choose “Decide what to refund”**
- If the item returned to you doesn’t match the item you originally sent and you need eBay’s assistance in resolving the issue: **choose “Don’t refund now – ask eBay to step in and help”**

Here are more specific use-cases for applying the new refund options:

Return Scenario	Refund Suggestion
<ul style="list-style-type: none"> <li>• You agree with the buyer about the item’s condition after it’s returned</li> <li>• You accept all returns and always fully refund the buyer regardless of the reason the buyer chose for returning an item</li> </ul>	Choose “Send a full refund” to refund the buyer the item cost and its original shipping
A buyer claims an item was broken, but when it’s delivered back to you the condition is undamaged	Consider choosing “Decide what to refund” and deduct the cost of “return shipping” and/or your “restocking fee,” if applicable, before issuing the refund
A buyer claims an item was counterfeit, but you have proof of its authenticity	Choose “Decide what to refund” and deduct the cost of “return shipping” and/or “apply your restocking fee,” if applicable, before issuing the refund
You’ve already approved a return request but when it’s delivered back to you, the item is in a different condition than how you originally sent it (for example: obviously worn, stained or broken)	Choose “Don’t refund now – ask eBay to step in and help.” Just make sure you have supporting documentation/proof of the issue. All cases during the pilot will be reviewed individually by eBay customer service.
After you’ve issued your buyer a full or partial refund, and want to let eBay know about a buyer who intentionally misused the returns process	You should click <a href="#">report a problem with the buyer to eBay</a> after you’ve issued the refund and the return is marked as “closed”

**Should I give a partial refund or charge a restocking fee on all my “not as described” return requests?**

Keep in mind that you’re always required to comply with your own returns policy and site policies, and to send a full refund if the item wasn’t as described. You should only use the refund options when you feel your buyer chose the incorrect reason for the return to avoid paying for return shipping. Not all buyers will be happy with a partial refund and a buyer may choose to dispute a partial refund by escalating to eBay. Give thought to when, and how often, you choose to provide a less than full refund to buyers based on the specific transaction and your business needs.

**When should I ask eBay for help instead of issuing a full or partial refund?**

Always try to work out all issues with your buyer. If you can't find a resolution, you have the option not to refund your buyer at all, and instead ask eBay to step in and help. This option is especially appropriate in those rare cases where the item returned to you doesn't match the item (or item condition) of the original. Please know that we treat each of these requests with care in resolving them. So please don't hesitate to get us involved. Also, remember to communicate with your buyer using the eBay-provided member-to-member messaging, or by using the "send a message to your buyer" feature within the returns process. That way, eBay has documentation of all communications and/or photos—and can help better protect you in cases of misuse.

**Can a buyer take further action if they don't agree with my decision to partially refund them?**

Yes. Once you issue a partial refund or charge a restocking fee, the buyer has 10 business days to ask eBay for help, essentially creating a case stating that they disagree with your decision. All cases from pilot participants will be carefully reviewed by eBay customer service. During the review, we will be looking for clear evidence from you or your buyer to support the claim. This can include photographs and statements from either party during the return process. The more you as a seller can document the situation, the more likely our customer service team can resolve it in your favor. As always, if a case is resolved in your favor, your seller standing will not be impacted. If found in the buyer's favor, you will receive a defect.

*Note: it's essential that you communicate with your buyer using member-to-member messages or the "send a buyer a message" feature during a return, so we have a complete history of your interactions.*

**Will I get an automatic defect when a buyer chooses "not as described" as the reason for their return?**

Until February 20, 2016, a "not as described" reason for the return will still count as a defect. Of course, that defect is removed if you ask eBay for help and the result of the case is in your favor. At the same time, we will be monitoring pilot participants carefully so that your seller performance and status are not negatively impacted by your participation in this pilot. Please note that, after February 20, 2016, "not as described" returns will no longer count as a defect if the seller successfully resolves the return request with their buyer, as part of our more objective seller standards.

**What if I get an item back from a buyer that is broken, worn, or doesn't otherwise match the original I sent? What will eBay do to help?**

On the rare occasion that a buyer returns an item to you that doesn't match the item you sent (e.g., it's damaged, used, or there's nothing inside the box), don't hesitate to ask eBay to step in and help—without sending a refund. Though uncommon, we know fraudulent returns do happen. We take them very seriously and we want to know about them.

**What if I don't want to participate in the pilot?**

If you'd like to let us know to remove you from the pilot program, please email us at [returns\\_questions@ebay.com](mailto:returns_questions@ebay.com).