

1. How much does it cost to list a vehicle on eBay Motors?

For every type of vehicle you may list, eBay Motors offers an affordable, straight forward, two-tier fee structure. You'll enjoy per-vehicle pricing with no backdoor charges.

2. How long will my listing last?

Although you can list a car for 3, 5, 7, 10 or 21 days (10 and 21-day listings are available for an additional fee), our most successful dealers find that 5 or 7 days work best.

3. What if my vehicle doesn't sell?

You may relist any Non-Sale vehicle. If it sells the second time around, your second listing fee is refunded. See our Free Relist Policy.

4. How many listings will result in sales?

How much you sell really depends on how you price your vehicles, how well you "sell" or merchandise your vehicles, and how you communicate with potential buyers. It also depends on the market demand for the vehicles you list, just like it does on your retail lot. Top Sellers with sophisticated, eBay-dedicated businesses sell more vehicles for more money than beginners, but all dealers can quickly become Top Sellers.

5. Why is it important to supply all of the correct information?

Providing accurate vehicle information and clear Terms of Sale helps to create trust in both you and the car or truck you are selling. It also allows buyers to complete their appropriate homework, like using the VIN to run vehicle history reports or check pricing guides. Answering all of a buyer's questions—thereby eliminating the need for a test-drive—is your goal. You can achieve this by providing a "virtual walk around," complete with photos that will supply enough information for the buyer to TRUST the vehicle. The better the information is in the listing, the more likely you will be to sell the car.

6. What do I do if a bidder doesn't pay?

While it is rare, there are occasions when deals fall through on eBay Motors, just as they do on the lot. The best way to prevent unpaid items is to contact and validate bidders' intentions before the listing closes. If you cannot contact the winning bidder or agree upon mutually favorable terms for completing the transaction, use the following guidelines: Contact the buyer after your listing has ended. Like you, buyers face emergencies or computer problems. Your high bidder may not be able to respond right away. Send an email specifying your payment, deposit and delivery terms to your winning bidder within three days after the listing ends. Consult the eBay Motors Help Section for the latest information on dealing with non-paying bidders and requesting Final Value Fee refunds if you can't contact the high bidder. Consider relisting. If the vehicle sells, the original listing fee will be refunded. When using the Buy It Now option, eBay's Immediate Deposit Requirement through PayPal is another way to protect your listings from non-paying bidders. Until a buyer completes payment of a seller-determined

deposit of \$1 to \$500, the item remains available. Otherwise, the first buyer to complete their PayPal payment officially wins your vehicle.

7. When should I view feedback or post feedback?

As an eBay seller, you can use the Feedback system to “qualify” potential buyers, examining how they’ve behaved in previous eBay transactions with other sellers. Viewing each potential buyer’s feedback can answer questions about how that person conducts business. Next to any eBay member’s user ID, you’ll notice a number—a Feedback Rating—in parentheses. For example: Skippy (125) tells you that eBay member “Skippy” has received positive comments from at least 125 other eBay members.

8. How does the Feedback Forum work?

The Feedback Rating system is simple. You get one point for each positive comment, zero for a neutral comment, and one point subtracted for each negative comment. Members with a Feedback Rating of 10 (or more positive comments) receive a star icon.

9. What hardware do I need?

Selling on eBay motors requires a computer and Internet access. If you have any questions about hardware or connecting to the Internet, please call 1-866-MOTORS4.