

Ovoko eBay Sales Rules

Sales success depends on quality product representation: clear photos and accurate codes. This helps increase sales and reduce the number of returns.

Photography Recommendations:

- Use a white background, with no logos or references.
- Each part must have at least 3, ideally 6 or more photos.
- Photograph clean parts, exactly as they are being sold.
- All defects must be marked and shown in separate photos. The item's condition should be selected as "**With defects**".

Importance of Part Codes:

- It is essential to include the manufacturer's code and all other visible codes – they help the customer find the item more easily.

IMPORTANT:

- The customer expects to receive what is shown in the photo – it is not allowed to photograph multiple items if only one is being sold.
- Comments in the system do not transfer to eBay.
- Sellers are prohibited from contacting the end customer directly. If you have any questions, please contact the support team below.

If the item has defects or is missing:

Contact the Ovoko eBay team at:

 ebay@rrr.lt

 **Viber: +37067593007**

Packaging

The packaging rules for eBay are the same as the packaging rules applied by Ovoko/RRR.

You can read more by clicking the link:

<https://help.ovoko.com/hc/en-001/articles/11563347468829-SHIPPING-AND-PACKAGING-RULES>

Alternatively, you can find them in your Ovoko/RRR dashboard by clicking the HELP button on the left side.



Click on **SHIPPING AND PACKAGING RULES**

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SHIPPING AND PACKAGING RULES

When preparing eBay orders, **do not include any invoices or other documents in the package!**

Shipping

Items are shipped using the following couriers:

DPD, DB Schenker and UPS.



Items shipped to mainland European Union countries are usually sent via **DPD** courier. The shipping procedure is exactly the same as when selling through the Ovoko/RRR platform. (*Weight limit: 31 kg*)



Large or heavy items (over 31.5 kg) going to mainland EU countries are usually sent via **DB Schenker** courier. The shipping procedure is the same as with Ovoko/RRR platform sales.



Items going to **Third Countries** are usually shipped via **UPS** courier.

If the shipment weighs more than 31.5 kg, you must notify the eBay department at:

ebay@rrr.lt or

 **Viber: +37067593007**

LIQUIDS:

When shipping engines, gearboxes, differentials, it is **mandatory** to ensure that all oil has been drained, or that there is absolutely no risk of oil, fuel, or coolant leaking from the packaging. Any leakage can cause significant losses and serious issues. This also applies to other parts containing fluids, such as fuel pumps, oil pumps, etc.

Returns

A **30-day return guarantee** applies to all eBay sales. The return period starts the day **after** the item is delivered to the customer.

This is an **eBay policy** and no exceptions are allowed.

For example: If the part was in transit for 20 days, the customer can still initiate a return up to 50 days after the sale.

If the item is returned **incomplete** or **damaged**, it is also necessary to inform the team, provide **photos or other evidence**, and open a **dispute**.

Please note: A dispute **must be initiated no later than two working days** after the returned shipment is delivered. Otherwise, the dispute will not be accepted.

This procedure is the same for both **Ovoko** and **eBay**.

For smoother dispute resolution, we recommend keeping **photos of the package before shipping**, as without them we cannot file a claim with the couriers or eBay.

Pictures assigned to this parcel



In order to maintain the highest standards of packaging expected from our customers and to protect our sellers from unfair claims by clients or courier companies, we kindly ask you to provide us with the pictures of this order:

- In the first picture, only the item right before packing should be visible
- In the second - item together with clearly visible packaging and cushion materials
- In the third - sealed box ready for transportation

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If you have any questions, please contact:

ebay@rrr.lt

[Viber: +37067593007](viber://contact/+37067593007)