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Protection for Sellers in Mexico

Last Update: July 1, 2015



1. Protection for Sellers.

PayPal Seller Protection is a protection available to Sellers in Mexico for items sold on any website for Claims, Chargebacks, or Reversals that are based on:

- Unauthorized Transaction; or
- Item Not Received.

PayPal Seller Protection is available for eligible payments from buyers in any country. If you sell or market to buyers in other countries, you should read the PayPal Buyer Protection policies of the countries in which your target buyers are based (the relevant PayPal Buyer Protection policies are available [here](#)) as these policies will apply to you as a Payment Recipient or Seller.

2. Scope of Protection.

PayPal will protect you for the full amount of the eligible payment and waive the Chargeback Fee, if applicable.

3. Eligibility Requirements.

To be eligible for PayPal Seller Protection, you must meet all of the basic requirements listed below under (a) Basic Requirements. To be covered for Item Not Received protection you must meet both the Basic Requirements and the Item Not Received Additional Requirements listed below under (b). To be covered for Unauthorized Transactions protection you must meet both the Basic Requirements and the Unauthorized Transactions Additional Requirements listed below under (c).

a. **Basic Requirements:**

- You must ship the item through a Shipping Company to the shipping address on the Transaction Details Page.
- You must respond to PayPal's requests for documentation and other information in a timely manner.
- The item must be a physical, tangible good that can be shipped.

b. Item Not Received Additional Requirements:

- The payment must be marked "eligible" or "partially eligible" for PayPal Seller Protection on the Transaction Details Page.
- You must have a Proof of Delivery as described below in Section 9.4.

c. Unauthorized Transactions Additional Requirements:

- The payment must be marked "eligible" for PayPal Seller Protection on the Transaction Details Page.
- You must have a Proof of Shipment or a Proof of Delivery as described below in Section 9.4.

4. Proof of Shipment, Proof of Delivery, and Signature Confirmation Requirements.

“Shipping Company”: a “Shipping Company” is any one of the following:

- FedEx
- UPS
- DHL
- Estefeta
- Multipack

"Proof of Shipment" is online or physical documentation from a shipping company that includes all of the following:

- The date the item is shipped.
- The recipient's address, showing at least the city/state or postal code (or international equivalent).

“Proof of Delivery” for intangible items means any compelling evidence to show the purchase order was fulfilled and includes all of the following:

- a. The date the item is delivered;
- b. The recipient’s address (email/IP, etc) where applicable.

NOTE: Although PayPal Buyer Protection extends coverage to buyers for intangible items, Seller Protection does not apply to intangible items. However, having proper Proof of Delivery can help a seller win a buyer's Item Not Received Buyer Protection Claim.

"Proof of Delivery" is online documentation from a shipping company that includes all of the following:

- The date the item is delivered.
- The recipient's address, showing at least the city/state or postal code (or international equivalent).
- Signature Confirmation as described below for payments of \$10,000 MXN or more (or the following equivalents):

Currency	Amount	Currency	Amount
Australian Dollar	\$850 AUD	New Zealand Dollar	\$950 NZD
Brazilian Real	\$1750 BRL	Norwegian Krone	4,600 NOK
Canadian Dollar	\$850 CAD	Philippine Peso	34,000 PHP
Czech Koruna	15,000 CZK	Polish Zloty	2,300 PLN
Danish Krone	4,100 DKK	Russian Ruble	27,000 RUB
Euro	€550 EUR	Singaporean Dollar	\$950 SGD
Hong Kong Dollar	\$6,000 HKD	Swedish Krona	4,950 SEK
Hungarian Forint	170,000 HUF	Swiss Franc	700 CHF
Israeli New Shekel	2,700 ILS	Taiwan New Dollar	23,000 TWD
Japanese Yen	¥77,000 JPY	Thai Baht	24,500 THB
Malaysian Ringgit	2,500MYR	Turkish Lira	1,600TRY

Mexican Peso	\$10,000	U.K. Pounds Sterling	£450 GBP
		U.S. Dollar	\$750 USD

"Signature Confirmation" is online documentation that can be viewed at the shipping company's website and indicates that the item was signed for on delivery.

5. Items and Transactions not Eligible for PayPal Seller Protection.

The following are examples of items/transactions not eligible for PayPal Seller Protection:

- Claims or Chargebacks for Significantly Not as Described.
- Items that you deliver in person, including at a point of sale.
- Intangible items, including Digital Goods and services.
- Items that are not shipped to the recipient address. If you originally ship the item to the recipient address but the item is later redirected to a different address, you will not be eligible for PayPal Seller Protection. We therefore recommend not using a shipping service that is arranged by the buyer, so that you will be able to provide valid proof of shipping and delivery.
- Items that you have shipped after PayPal has advised you not to ship. PayPal may advise you through several methods, including:
 - in your Transaction History (you can access it by logging into <https://www.paypal.com.mx> and viewing the status information in the Transaction History).
 - by email sent by PayPal.
 - by a message to your PayPal Account.

6. Ineligible Sellers

If PayPal determines that you have had an excessive number of Claims, Chargebacks or Reversals during a given period, you may become ineligible for PayPal Seller Protection. In such an event, PayPal will provide you with written notice informing you that you are no longer eligible for PayPal Seller Protection. If subsequently the rate of the Claims, Chargeback or Reversals in your Account is reduced, you may become eligible for PayPal Seller Protection again and in such a case PayPal shall notify you in writing of your eligibility.

