

Fraud prevention checklist

Does the shipping address appear suspicious?

- Is it a high risk location, such as a vacant property, hotel or country known for fraud?
- Have you previously received claims or chargebacks from this buyer?
- Is the buyer requesting overnight shipping for an expensive order that is in high demand (i.e. electronics)?
- Are there multiple orders being shipped to different buyers at the same address within a short period of time?

Does the order seem too good to be true?

- Is it a larger than average order from a new buyer?
- Has there been an overpayment followed by a request to wire the difference?
- Have you received a large quantity of orders from the same buyer (name, email, phone or computer) within a short time?
- Has the buyer ordered large numbers of the same item? (For example, 20 iPads.)
- Has the buyer asked you to use their own shipping service?

What if you are suspicious but can't afford to risk a loss of sales?

- Check the buyer's contact information (name, phone and email) against the shipping address and look for consistent/matching information.
- Search the internet for the buyer's name, shipping address, email and phone number.
- Search online to see where the phone number's registered user is located.
- Use an online maps service (like Google Maps) to see where the order is being shipped to.
- Call the buyer and ask questions that help verify the order.
- If you are selling an item on eBay that is eligible for seller protection, follow the guidelines in the Seller Protection Policy.