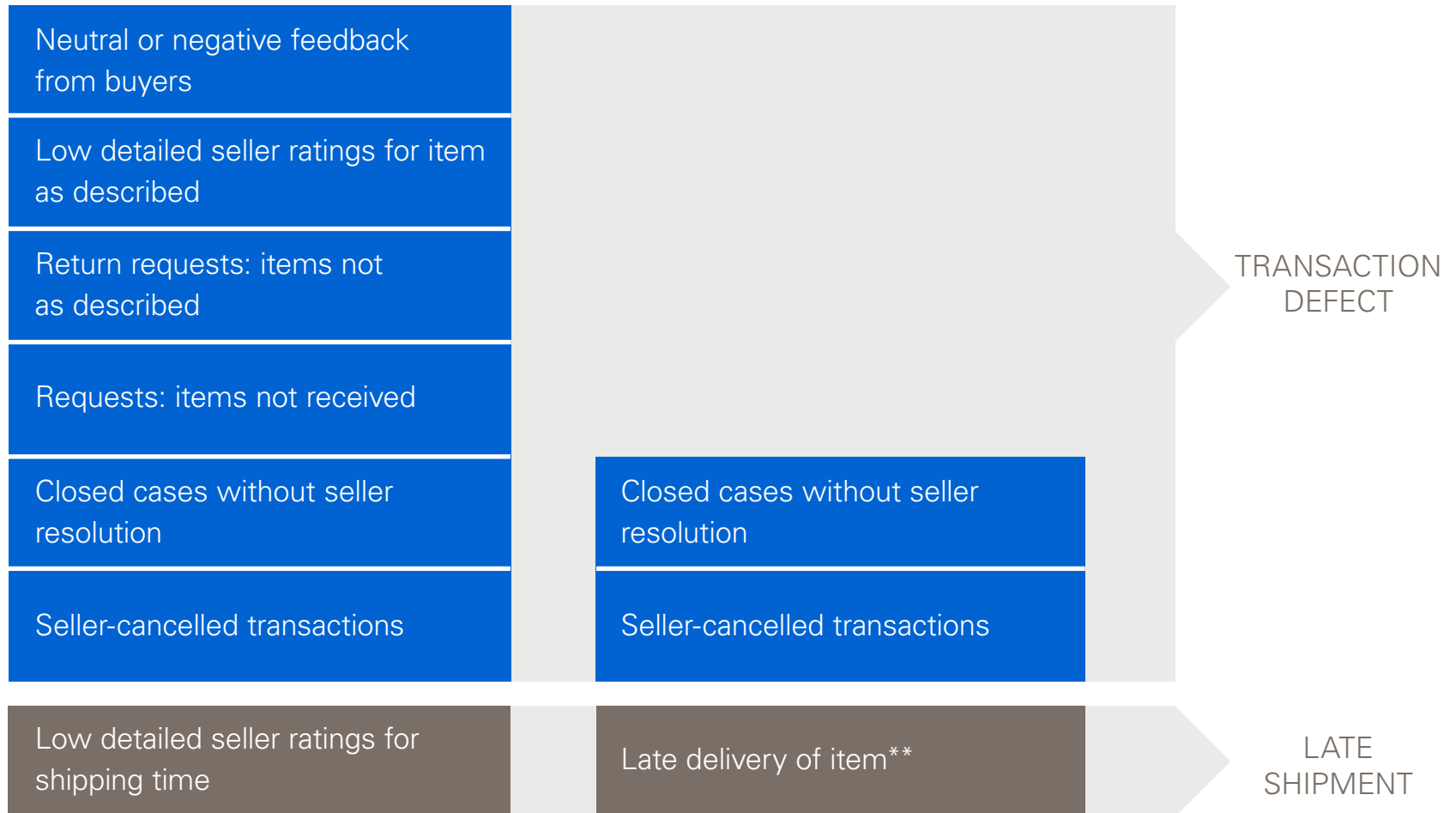


Seller Performance Standards*

Today

Starting Q1 2016



* US Seller Performance Standards

** Shipments will only be considered late when:

- Tracking shows item was delivered after the estimated delivery date, and there's no acceptance scan within your stated handling time or there's no confirmation from the buyer of on-time delivery, or
- Buyer confirms item was delivered after the estimated delivery date, and there's no acceptance scan within your stated handling time or there's no delivery confirmation by the estimated delivery date