



## BEST PRACTICES

# Sending sneakers to the authentication centre

## PACKAGING INSTRUCTIONS

Follow these instructions when sending sneakers to our authentication centre to ensure a smooth authentication process.

- Pack the shoebox in a larger box and line the sides with bubble wrap or tissue paper for a tight fit. Never send sneakers in just their original shoebox and don't put the shipping label directly on the shoebox.
- Include an eBay-generated packing slip inside the shoebox, not the outer box. The packing slip includes a unique code that allows the authenticator to process orders more smoothly.
- Only include items in the original listing as sold, no extra merchandise.



## LABEL INSTRUCTIONS

Use **eBay Labels** to receive discounted delivery services and ensure a smooth process. The address will be formatted correctly and tracking automatically uploaded. When you print the label, all critical information will be included.

If you don't use **eBay Labels** to send to the authentication centre you will need to manually upload the name of the carrier you are using, together with any tracking numbers.

Be sure your label includes:

- seller name and return address
- buyer name and address— exactly as provided by eBay, including the eBay unique authentication code
- carrier tracking number

seller address

eBay authentication code

The diagram shows a shipping label layout. At the top left, the seller address is listed: "Sneaker Seller", "321 Any Street", and "Anytown, Any County, ABC 123". To the right of this is a QR code. Below a horizontal line, the buyer address is listed: "Rapid HY1 C/O xxxxxx", "123 Main Street", and "Anytown, Any County, ABC 123". The eBay authentication code "EBAY: P3J99XA" is highlighted in yellow. Below another horizontal line, the tracking number "TRACKING #: ZYX123 456 WVU 0000" is shown above a standard barcode.

## INSTRUCTIONS FOR MULTIPLE DELIVERIES

- **Multi-quantity orders** are defined as a buyer purchasing multiple units of the same item in a single order. Send all multi-quantity orders together in the same box with a single packing slip showing the unique authentication code for the order.
- **Multi-SKU orders** are defined as a buyer purchasing multiple items in different SKUs (e.g. different sizes, colorways, items). Multi-SKU orders should be sent separately with the unique authentication code on the delivery label and packing slip inside the sneaker box.



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