

# Condition Guidelines

The first step towards ensuring a great experience for both buyer and seller is an honest appraisal of the new, used, refurbished or collectible items you list for sale on Amazon.co.uk Marketplace.

## Unacceptable and Prohibited Items

Items in any of the following conditions are unacceptable for listing on Amazon.co.uk

- Item does not work perfectly in every regard.
- Item is not clean, having signs of mould, heavy staining, or corrosion.
- Item is damaged in a way that renders it difficult to use.
- Item is missing essential accompanying material or parts. (This does not necessarily include instructions.)
- Item requires repair or service.
- Item was not created by the original manufacturer or copyright holder. This includes copies, counterfeits, replicas and imitations.
- Item was originally distributed as a promotional copy, promotional bundle, product sample or advance reading copy. This includes uncorrected proofs of in-print or not-yet-published books.
- Any aspect of the item is obscured and not able to be read or viewed because of markings, stickers or other damage.
- Item has passed the expiration date (includes “best by” and “sell by” dates), has an unacceptable portion of its shelf life remaining, or has had the expiration date removed or tampered with.
- Item is prohibited for sale on Amazon.co.uk.
- Item was intended for destruction or disposal or otherwise designated as unsellable by the manufacturer or a supplier, vendor, or retailer.

For more information about prohibited products, see [Restricted Products](#).

Only full retail versions of software may be sold on Amazon.co.uk. See Software section below for the list of software products that are prohibited for sale on Amazon.co.uk.

**Please note:** Once you have chosen the condition of your listing, you cannot modify it later.

Click a link to view condition guidelines for the category selected.

- <https://sellercentral-europe.amazon.com/gp/help/200339950 - books>
- <https://sellercentral-europe.amazon.com/gp/help/200339950 - music>

- <https://sellercentral-europe.amazon.com/gp/help/200339950> - videodvd
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - videogames
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - auto
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - electronics
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - home
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - inkandtoner
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - apps
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - office
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - software
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - toys
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - apparel
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - baby
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - pet
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - grocery
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - health
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - sport
- <https://sellercentral-europe.amazon.com/gp/help/200339950> - health

## Books

In addition to the general condition guidelines, apply the following guidelines to new and used books:

### ***Collectible books***

Must be signed, a limited first edition, out of print, or have other desirable qualities that could reasonably be assumed to increase the book's value to a collector--you will have an opportunity to say why.

This could include:

- First editions and first printings
- Signed, inscribed, or scarce copies
- Advance reading copies and uncorrected proofs of out-of-print books

Collectible books do not include the following:

- Uncorrected proofs of in-print or not-yet-published books
- Former library books

- Remaindered books
- Book club editions

The **General Condition Guidelines** do not apply to collectible books. Use the following condition types for Collectible Books:

- **Collectible - Like New:** All pages and the cover are intact. The dust jacket is intact, if applicable, with no noticeable or very tiny nicks or flaws. Spine has no signs of creasing. Book may have very small but virtually unnoticeable flaws. Include condition details in the listing comments.
- **Collectible - Very Good:** Pages are intact and not marred by notes or highlighting. Spine shows no sign of creasing. Dust jacket, if applicable, shows signs of some rubbing or chipping. Include condition details in the listing comments.
- **Collectible - Good:** All pages and the cover are intact, including the dust jacket, if applicable. Spine may show signs of wear. Generally, books in Good condition are not considered to be collectible grade.
- **Collectible - Acceptable:** A readable copy showing significant wear. Dust jacket may be missing. For all but the rarest items, books in Acceptable condition are not considered to be collectible grade.

### ***New books***

Brand-new, unused, unread and in perfect condition. The dust cover and original protective wrapping, if any, are intact. All supplementary materials are included and all access codes for electronic material, if applicable, are valid and/or in working condition. Books with markings of any kind on the cover or pages, books marked as "Bargain" or "Remainder," or with any other labels attached, may not be listed as "New" condition. It is strictly prohibited to describe a book as 'New' if it is used or second hand.

### ***Used books***

- **Like New:** an apparently unread copy in perfect condition. Dust cover is intact with no nicks or tears. Spine has no signs of creasing. Pages are clean and not marred by notes or folds of any kind. Books may contain a remainder mark on an outside edge, but this should be noted in the listing comments. Any accompanying CDs or DVDs must be present and any access codes relating to the same, or to other content, must be present and unredeemed.
- **Very Good:** a copy that has been read, but is in excellent condition. Pages are intact and not marred by notes or highlighting. The spine remains undamaged. Any accompanying CDs or DVDs must be present and any access codes relating to the same, or to other content, must be present and unredeemed.

- **Good:** a copy that has been read but remains in clean condition. All pages are intact and the cover is intact (including the dust cover, if applicable). The spine may show signs of wear. Pages can include limited notes and highlighting, and the copy can include "From the library of" labels. Books may have any accompanying access codes for additional or replacement content missing or redeemed.
- **Acceptable:** a readable copy. All pages and the cover are intact (the dust cover may be missing). Pages can include considerable notes--in pen or highlighter--but notes cannot obscure the text. Books may have any accompanying access codes for additional or replacement content missing or redeemed.

**What we will not accept for sale at Amazon.co.uk:** mouldy, badly stained or unclean copies; copies which are unreadable or with missing pages or obscured text; promotional books, including advance reading copies. Uncorrected proof copies are prohibited.

Make sure you describe your books accurately. An accurate product description increases buyer satisfaction, helps sellers build a loyal customer base, and ensures positive feedback ratings. Should a book have an obvious cosmetic flaw, sellers are strongly encouraged to make a note in the comments field. The presence of a remainder mark should always be noted in comments. Advance reading copies and uncorrected proofs are not permitted.

It is strictly prohibited to list 'New' condition books in any of the 'Used' categories.

## Music

### **Collectible music**

Must be signed, out of print or otherwise unique - you will have an opportunity to say why your copy is collectible.

### **New music**

A brand-new, unused, unopened CD in perfect condition.

### **Used music**

- **Like New:** an apparently unopened CD in perfect condition (although it may be out of its original wrapping). The jewel case has no scratch or scuffing. The inlay notes, inclusions and/or sleeve are in perfect condition. The CD itself is unmarked with no sign of wear. The CD may have a remainder cut-out on the spine; this should be noted in listing comments.
- **Very Good:** a well-cared-for CD that has been listened to but remains in great condition and plays perfectly. The jewel case may show limited signs of wear, as may the inlay notes and inclusions.
- **Good:** the CD plays perfectly but has clear signs of wear. This jewel case is undamaged, and original liner notes are in good, unmarked condition.

- **Acceptable:** the CD plays perfectly, but is otherwise the worse for wear. The jewel case may be damaged, and the inlay notes may be marked (but remain complete and legible), or one or more of these items may be missing. *The seller must note any missing items in the listing comments.* The CD or packaging may have identification markings from its owner.

***What we will not accept for sale at Amazon.co.uk:*** music that is in any way unplayable or recorded, recordings not manufactured by the copyright holder, including recopied media in any form. Promotional media is prohibited for sale through Amazon.co.uk Marketplace.

Make sure you describe your CDs and cassettes accurately. An accurate product description increases buyer satisfaction. Should an item have an obvious cosmetic flaw, sellers are strongly encouraged to make a note in the comments field. The presence of remainder marks or cut-outs should always be noted in comments. Recopied media is not permitted. CDs with surface scratches may be listed as Good or Acceptable, subject to the above guidelines, as long as the quality of the playback is not affected.

## Videos and DVDs

### ***Collectible videos and DVDs***

Must be rare, out of print or otherwise unique--you will have an opportunity to say why your copy is collectible.

### ***New videos and DVDs***

A brand-new, unused, unopened video or DVD in perfect condition in its original packaging and with all original packaging materials included.

### ***Used videos and DVDs***

- **Like New:** an apparently unopened video or DVD in perfect condition (although it may be out of its original wrapping). The box or DVD case is clean and vivid, with no signs of wear. Any codes for digital copies or downloadable content included in the item have not expired and have not been redeemed. Suitable for presenting as a gift.
- **Very Good:** a well-cared-for video or DVD that has been listened to, but remains in great condition. The film is complete, without interruption, and does not skip. The box or DVD case may show limited signs of wear, as may the liner notes. Any voucher codes or digital content included in the item may be missing or have expired or been redeemed, but this must not prevent use of the item. *The seller must note any missing or redeemed items in the listing comments.*
- **Good:** a video or DVD with clear external signs of wear, but one that continues to play perfectly. The video or DVD may have identification markings from its owner.
- **Acceptable:** a video or DVD with extensive external signs of wear, but one that continues to play perfectly. The box or DVD case may be damaged, and the notes or

other inclusions may be marked (but remain complete and legible), or one or more of these items may be missing. *The seller must note any missing items in the listing comments.*

***What we will not accept for sale at Amazon.co.uk:*** video or DVD recordings not created by the copyright holder, including recopied media in any form. In addition, promotional media is prohibited for sale through the Amazon.co.uk marketplace, as are recordings in which any aspect of the film is missing or obscured.

**Please note:** 18-certificate videos or DVDs can only be listed if the seller is at least 18 years of age.

## Video Games

***New video games*** A brand-new, unused, unopened video game in perfect condition in its original packaging and with all original packaging materials included.

### ***Used video games***

- ***Like New:*** an apparently unopened video game in perfect condition (although it may be out of its original wrapping). The box and item are pristine, with no signs of wear. Suitable for presenting as a gift. The game has not been registered and any voucher codes included in the item have not been redeemed.
- ***Very Good:*** a well-cared-for video game that has been played but remains in great condition. The game and its original packaging are complete and slightly worn, but unmarked and undamaged. Any voucher codes included in the item may be missing or may have been redeemed, but this must not prevent the use of the game. *The seller must note any missing or redeemed items in the listing comments.*
- ***Good:*** the video game shows wear from consistent use, but remains in good condition. There may be clear external signs of wear and damage to the original packaging or instructions, but the game plays perfectly.
- ***Acceptable:*** the video game is fairly worn but it continues to work perfectly. The box and instructions may be missing or damaged. The video game may have identification markings from its owner.

***What we will not accept for sale at Amazon.co.uk:*** video games that are not playable or are incomplete, including shareware and freeware versions; games not published by the original manufacturer, including recopied media in any form. Promotional media is prohibited for sale through Amazon.co.uk Marketplace, as are video games in which essential accompanying material is missing (this does not necessarily include instructions or case). Please refer to any missing items in the condition notes field for the item.

## Automotive

- **New:** Just like it sounds. A brand-new, unused, unopened item in its original packaging, with all original packaging materials included. Original protective wrapping, if any, is intact. Original manufacturer's warranty, if any, still applies, with warranty details included in the listing comments.
- **Certified Refurbished:** A product that has been inspected and graded by a qualified manufacturer or a specialized third-party refurbisher to like-new working condition with no visible cosmetic imperfections when held 12 inches away. The item is backed by an additional 1-year limited warranty provided by the supplier, in addition to buyer's statutory rights. The products may be packaged in a generic box and come with relevant accessories as expected for a new product, with exceptions, if any, mentioned on the product detail page. Certified Refurbished items are sometimes referred to as Pre-Owned or Open-Box products.
- **Used - Like New:** An apparently untouched item in perfect condition. Original protective wrapping may be missing, but the original packaging is intact and pristine. There are absolutely no signs of wear on the item or its packaging. Instructions are included. Item is suitable for presenting as a gift.
- **Used - Very Good:** A well-cared-for item that has seen limited use but remains in great condition. The item is complete, unmarked, and undamaged, but may show some limited signs of wear. Item works perfectly.
- **Used - Good:** The item shows wear from consistent use, but it remains in good condition and works perfectly. It may be marked, have identifying markings on it, or show other signs of previous use.
- **Used - Acceptable:** The item is fairly worn but continues to work perfectly. Signs of wear can include aesthetic issues such as scratches, dents, and worn corners. The item may have identifying markings on it or show other signs of previous use.

**What we will not accept for sale at Amazon.co.uk:** Automotive products that do not work perfectly in every regard are unacceptable. Items that are damaged in ways that render them difficult to use are likewise unacceptable. Items for which essential accompanying material is missing (this does not necessarily include instructions) are unacceptable. Products that require repair or service are unacceptable.

## Electronics & Photo

### ***New Electronics & Photo items***

A brand-new, unused and unopened item in the original packaging with all of the original packaging materials included. The original manufacturer's warranty, if any, should still apply, with details of any such warranty included when you complete the ***Add your comments*** section of the product listing.

### ***Used Electronics & Photo items***

Certified Refurbished electrical and photographic items must be refurbished and warranted by the manufacturer or re-manufacturer.

- ***Certified Refurbished:*** A product that has been inspected and graded by a qualified manufacturer or a specialized third-party refurbisher to like-new working condition with no visible cosmetic imperfections when held 12 inches away. The item is backed by an additional 1-year limited warranty provided by the supplier in addition to buyer's statutory rights. The products may be packaged in a generic box and come with relevant accessories as expected for a new product, with exceptions, if any, mentioned on the product detail page. Certified Refurbished items are sometimes referred to as Pre-Owned or Open-Box products.
- ***Like New:*** an apparently untouched item in perfect condition. The original plastic wrap may be missing, but the original packaging is intact. There are absolutely no signs of wear. Suitable for presenting as a gift.
- ***Very Good:*** a well-cared-for item that has seen limited use but remains in great condition. The item and its instructions are complete and undamaged, but may show some signs of wear. The item works perfectly.
- ***Good:*** the item shows wear from consistent use, but remains in good condition. The original instructions are included, and are in acceptable condition. The item may be marked or identified, and show other signs of previous use. The item works perfectly and is in good overall shape.
- ***Acceptable:*** the item is fairly worn, but it continues to work perfectly. The signs of wear can include scratches, dents and other aesthetic problems. The box and non-essential instructions may be missing or damaged. The item may be marked or identified, and show other signs of previous use.

***What we will not accept for sale at Amazon.co.uk:*** electrical and photographic items that do not work perfectly in every regard or are damaged in ways that render them difficult to use. Items not manufactured or printed by the original manufacturer and for which essential accompanying material is missing (this does not necessarily include instructions) are unacceptable. [Electrical items without CE marks are not acceptable.](#)

[From 1 January 2021, electrical items for sale in Great Britain \(GB\) require a UKCA mark.](#)

[Note: the UK Government has passed legislation which provides that for certain CE marking will be accepted in GB until 1 January 2022, and that additional means of affixing the UKCA mark will be accepted until 1 January 2023. A specific Declaration of Conformity will be required referencing UK \(not EU\) legislation and standards. See the "BREXIT: UK Government Guidance" section below for links to the UK Government guidance on the new requirements and transitional measures.](#)

[Different rules apply in NI under the Northern Ireland Protocol. Whilst this remains in force, the European CE mark will be required for electrical items sold in NI. Please see section on Northern Ireland below for more information.](#)

All electrical and photographic equipment, whether new or used, must be safe (that is, there is no risk that the equipment will cause death, personal injury or damage to property) and, where applicable, come fixed with a UK standard three-pin plug. You must arrange for used and refurbished equipment to be tested by an expert prior to listing to verify that it is safe. You must not list any product that has been the subject of a product safety recall (visit <http://www.tradingstandards.gov.uk/> for lists of recalled products). Unclean items are not acceptable.

**Note on Generic and/or Universal Accessories (e.g. Universal Remote Controls):** Items that are compatible with multiple devices/models should not be listed separately by model compatibility. These are considered duplicates and may not be set up as separate products on the Amazon website even when customised to work with specific models ahead of delivery to customers.

## Home & Garden

### *New Home & Garden items*

A brand-new, unused and unopened item in the original packaging with all of the original packaging materials included. The original manufacturer's warranty, if any, should still apply, with details of any such warranty included when you complete the *Add your comments* section of the product listing.

### *Used Home & Garden items*

Certified Refurbished Home & Garden items must be refurbished and warranted by the manufacturer or re-manufacturer. We suggest that you list used and refurbished items at no more than 90 per cent of the Amazon.co.uk price.

- ***Certified Refurbished:*** A product that has been inspected and graded by a qualified manufacturer or a specialized third-party refurbisher to like-new working condition with no visible cosmetic imperfections when held 12 inches away. The item is backed an additional 1-year limited warranty provided by the supplier in addition to buyer's statutory rights. The products may be packaged in a generic box and come with relevant accessories as expected for a new product, with exceptions, if any, mentioned on the product detail page. Certified Refurbished items are sometimes referred to as Pre-Owned or Open-Box products.
- ***Like New:*** an apparently untouched item in perfect condition. The original plastic wrap may be missing, but the original packaging is intact. There are absolutely no signs of wear. Suitable for presenting as a gift.

- **Very Good:** a well-cared-for item that has seen limited use but remains in great condition. The item and its instructions are complete and undamaged, but may show some signs of wear. The item works perfectly.
- **Good:** the item shows wear from consistent use, but remains in good condition. The original instructions are included, and are in acceptable condition. The item may be marked or identified, and show other signs of previous use. The item works perfectly and is in good overall shape.
- **Acceptable:** the item is fairly worn, but it continues to work perfectly. The signs of wear can include scratches, dents and other aesthetic problems. The box and non-essential instructions may be missing or damaged. The item may be marked or identified, and show other signs of previous use.

***What we will not accept for sale at Amazon.co.uk:*** Home & Garden items that do not work perfectly in every regard or are damaged in ways that render them difficult to use. Items not manufactured or printed by the original manufacturer and for which essential accompanying material is missing (this does not necessarily include instructions). New electrical items without [appropriate conformity markings](#) (CE or UKCA marks – [see above for more information](#)). Consumable items where any part has been used. Products that require repair or service.

All Home & Garden equipment, whether new or used, must be safe (that is, there is no risk that the equipment will cause death, personal injury or damage to property) and, where applicable, come with a UK standard three-pin plug. You must have used and refurbished equipment tested by an expert prior to listing to verify that it is safe. You must not list any product that has been the subject of a product safety recall (visit <http://www.tradingstandards.gov.uk/> or <http://www.ukrecallnotice.co.uk/> for lists of recalled products). Unclean items are not acceptable.

### [Ink and Toner Cartridges](#)

Sellers may list ink and toner cartridges in "New" and "Used" conditions; approval from Seller Support is required to list items in the "Used" condition. Amazon prohibits sellers from listing ink and toner cartridges in "Certified Refurbished" condition.

See also [Selling Ink and Toner Cartridges](#).

### [Large Appliances](#)

#### ***New Large Appliances items***

A brand-new, unused and unopened item in the original packaging with all of the original packaging materials included. The original manufacturer's warranty, if any, should still apply,

with details of any such warranty included when you complete the *Add your comments* section of the product listing.

### ***Used Large Appliances items***

Certified Refurbished Large Appliances items must be refurbished and warranted by the manufacturer or re-manufacturer. We suggest that you list used and refurbished items at no more than 90 per cent of the Amazon.co.uk price, if applicable.

- ***Certified Refurbished:*** A product that has been inspected and graded by a qualified manufacturer or a specialized third-party refurbisher to like-new working condition with no visible cosmetic imperfections when held 12 inches away. The item is backed by an additional 1-year limited warranty provided by the supplier, in addition to buyer's statutory rights. The products may be packaged in a generic box and come with relevant accessories as expected for a new product, with exceptions, if any, mentioned on the product detail page. Certified Refurbished items are sometimes referred to as Pre-Owned or Open-Box products.
- ***Like New:*** an apparently untouched item in perfect condition. The original plastic wrap may be missing, but the original packaging is intact. There are absolutely no signs of wear. Suitable for presenting as a gift.
- ***Very Good:*** a well-cared-for item that has seen limited use but remains in great condition. The item and its instructions are complete and undamaged, but may show some signs of wear. The item works perfectly.
- ***Good:*** the item shows wear from consistent use, but remains in good condition. The original instructions are included, and are in acceptable condition. The item may be marked or identified, and show other signs of previous use. The item works perfectly and is in good overall shape.
- ***Acceptable:*** the item is fairly worn, but it continues to work perfectly. The signs of wear can include scratches, dents and other aesthetic problems. The box and non-essential instructions may be missing or damaged. The item may be marked or identified, and show other signs of previous use.

***What we will not accept for sale at Amazon.co.uk:*** Any Large Appliances items that do not work perfectly in every regard or are damaged in ways that render them difficult to use. Items not manufactured or printed by the original manufacturer and for which essential accompanying material is missing (this does not necessarily include instructions). New electrical items without [appropriate conformity markings \(CE or UKCA marks – see above for more information\)](#). Consumable items where any part has been used. Products that require repair or service.

All Large Appliances equipment, whether new or used, must be safe (that is, there is no risk that the equipment will cause death, personal injury or damage to property) and, where applicable, come with a UK standard three-pin plug. You must have used and refurbished equipment tested by an expert prior to listing to verify that it is safe. You must not list any product that has been the subject of a product safety recall (visit <http://www.tradingstandards.gov.uk/> or <http://www.ukrecallnotice.co.uk/> for lists of recalled products). Unclean items are not acceptable.

## Office Products

**New Office Products** ~~Just~~ Products Just like it sounds. A brand-new, unused, unopened product in its original packaging and with all original packaging materials included. The original manufacturer's warranty, if any, should still apply, with details of the warranty included in the conditions comments.

### ***Certified Refurbished Office Products***

A product that has been inspected and graded by a qualified manufacturer or a specialized third-party refurbisher to like-new working condition with no visible cosmetic imperfections when held 12 inches away. The item is backed by an additional 1-year limited warranty provided by the supplier in addition to buyer's statutory rights. The products may be packaged in a generic box and come with relevant accessories as expected for a new product, with exceptions, if any, mentioned on the product detail page. Certified Refurbished items are sometimes referred to as Pre-Owned or Open-Box products.

### **Used Office Products**

- **Like New:** An apparently untouched office product in perfect condition. The original plastic wrap may be missing, but the original packaging is intact. There are absolutely no signs of wear. Suitable for presenting as a gift.
- **Very Good:** A well-cared-for item that has seen limited use but remains in great condition. The item and its instructions are complete and undamaged, but may show some signs of wear. The item works perfectly.
- **Good:** The item shows wear from consistent use, but remains in good condition. The original instructions are included and are in acceptable condition. The item may be marked or identified, and show other signs of previous use. The item works perfectly and is in good overall shape.
- **Acceptable:** The item is fairly worn, but it continues to work perfectly. The signs of wear can include scratches, dents, and other aesthetic problems. The box and nonessential instructions may be missing or damaged. The item may be marked or identified, and show other signs of previous use.

**What we will not accept for sale at Amazon.co.uk:** Office products that do not work perfectly in every regard are unacceptable. Items that are damaged in ways that render them

difficult to use are likewise unacceptable. Items not manufactured or printed by the original manufacturer and for which essential accompanying material is missing (this does not necessarily include instructions) are unacceptable. Unclean items are not acceptable.

## Software

### *New software*

Brand-new, unused, unopened software, in perfect condition.

### *Used software*

- **Like New:** an apparently untouched software item in perfect condition. The original plastic wrapping may be missing, but the original packaging is intact. There are absolutely no signs of wear. Suitable for presenting as a gift.
- **Very Good:** a well-cared-for item that has seen limited use but remains in great condition. The discs and instructions are complete and undamaged, but may show some signs of wear. The discs work perfectly.
- **Good:** the discs shows wear from consistent use, but remain in good condition. The original instructions are included, and are in acceptable condition. The packaging may be marked or identified, and show other signs of previous use. The discs work perfectly and are in good overall shape.
- **Acceptable:** the discs are fairly worn, but continue to work perfectly. The signs of wear can include scratches and other aesthetic problems. The box and non-essential instructions may be missing or damaged. The discs may be marked or identified, and show other signs of previous use.

***What we will not accept for sale on Amazon.co.uk:*** Software that has been copied or duplicated in any format is prohibited. In addition, fulfilment, promotional, beta (pre-release), unauthorised freeware/shareware and ***softlifted*** software versions are prohibited. The majority of software licence agreements permit the initial licensee of the software to make a one-time permanent transfer of the licence directly to an end user.

Sometimes the licence requires the transfer to include all of the software product (including all component parts, the media and printed materials, any upgrades, the licence itself and, if applicable, the Certificate of Authenticity). You should refer to your software's licence agreement to ensure that any software posted for sale is permitted to be transferred. Software that is not usable, is incomplete or in breach of the licence agreement is unacceptable, as is software not published by the original manufacturer, including recopied media in any form.

In addition, software from which essential accompanying material is missing (this does not necessarily include instructions or case) is not permitted. Please mention any missing items in the condition notes field for the item.

## Toys

### ***Collectible toys***

Must be unique--you will have an opportunity to detail why your toy is collectible. We suggest that you list such toys at a price greater than the Amazon.co.uk price.

### ***New toys***

A brand-new, unused, unopened toy, in perfect condition.

### ***Used toys***

- ***Like New:*** an apparently unused toy in perfect condition (although it may be out of its original wrapping). All original parts of the toy are present and in perfect condition. The toy is unmarked with no sign of wear. Suitable for presenting as a gift.
- ***Very Good:*** a well-~~cared for~~caredfor toy that has been played with, but remains in great condition. The toy may show limited signs of wear, but all original parts are present and in great condition.
- ***Good:*** the toy is still in a good condition to play with, though shows some signs of wear. It is undamaged, and the original parts are present and in good condition.
- ***Acceptable:*** the toy is in a condition such that it can still be played with, but it is otherwise the worse for wear. Some parts of the toys may be damaged or marked, but all original parts are present. The toy may have identification markings of its owner.

***What we will not accept for sale at Amazon.co.uk:*** toys that have missing parts that are essential to the workings of the toy. All toys, whether new or used, must be safe (that is, there is no risk that the equipment will cause death, personal injury or damage to property). You must not list any product that has been the subject of a product safety recall (visit <http://www.tradingstandards.gov.uk/> for lists of recalled products).

In addition, the sale of promotional media through Amazon.co.uk Marketplace is prohibited.

### **NEW ONLY**

Products listed on Amazon.co.uk Marketplace in the below categories must be in the **NEW ONLY** condition.

#### **Apparel**

Only New items are permitted to be sold in the Apparel category on Amazon.co.uk.

**New:** Just like it sounds. A brand-new, unused, item with its original tags and packaging, with all original packaging materials included. Original protective wrapping, if any, is intact. Original manufacturer's warranty, if any, still applies, with warranty details included in the listing comments.

#### **Baby, Pet and Grocery**

Only New items are permitted to be sold in ~~the~~ these product categories on Amazon.co.uk.

**New:** Just like it sounds. A brand-new, unused, unopened item in its original packaging, with all original packaging materials included. Original protective wrapping, if any, is intact. Original manufacturer's warranty, if any, still applies, with warranty details included in the listing comments. Item should be within expiry date, if applicable.

### Shoes and Bags

Only New items are permitted to be sold in the Shoes and Handbag category on Amazon.co.uk.

**New:** Just like it sounds. A brand-new, unused, item in its original packaging, with all original packaging materials included. Original protective wrapping, if any, is intact. Original manufacturer's warranty, if any, still applies, with warranty details included in the listing comments.

### Sports

Only New items are permitted to be sold in the Sports category on Amazon.co.uk.

**New:** Just like it sounds. A brand-new, unused, unopened item in its original packaging, with all original packaging materials included. Original protective wrapping, if any, is intact. Original manufacturer's warranty, if any, still applies, with warranty details included in the listing comments.

### Sports

Only New items are permitted to be sold in the Sports & Outdoors category.

### Consumable, Ingestible, and/or Topical Products

All consumable, ingestible, and/or topical products sold on Amazon must be listed in **New** condition. This includes, for example, items within the Beauty, Food & Grocery, Health Care, and Vitamins & Dietary Supplements categories. To be considered **New**, items must not have been previously used, be in the original packaging, and be properly prepared, packaged, sealed, and ~~labeled~~labelled to prevent contamination, spoiling, melting, and damage.

Products cannot be listed in New condition if the items have been used, have any signs of use, damage, or were intended for destruction or disposal or were otherwise designated as unsellable by the manufacturer or a supplier, vendor, or retailer.

To ensure that customers are able to buy with confidence from all sellers on Amazon, you may be required to obtain approval to list certain products. For more information, see [Categories Requiring Approval](#).

### Northern Ireland

Please note that different rules apply in NI from 1 January 2021 as a result of the Northern Ireland Protocol. In particular:

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- You should ensure that products meet applicable EU requirements and that you use the CE mark where required.
  - If you are using a UK body to carry out mandatory third-party conformity assessment, you will need to apply a UKNI marking as well as a CE mark to products placed in NI from 1 January 2021, where CE marking rules apply. Goods with the CE and UKNI marking can't be sold in the EU. You do not need to use the UKNI marking if you self-certify compliance or use an EU body to carry out a mandatory third-party assessment.
  - “Qualifying Northern Ireland goods” will be able to be sold in GB with the CE mark, where CE marking rules apply. The UK Government is issuing guidance on how this will work.

### **BREXIT: UK Government Guidance**

The UK Government has released guidance on selling products in GB and NI after Brexit. This guidance provides information for manufacturers, importers and distributors regarding compliance requirements from 1 January 2021, including on:

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- whether you need to change your conformity assessment;
  - when and how to use the UKCA mark;
  - requirements for technical documentation and a specific Declaration of Conformity for products sold in GB;
  - appointing an authorised representative or responsible person in the UK;
  - whether your legal responsibilities will change;
  - whether you need to provide GB importer information, and methods for doing this (including transitional arrangements until the end of 2022);
  - how to deal with existing stock;
  - what documentary evidence is required to show that products have been placed in the UK or EU before 1 January 2021; and
  - specific rules for selling products in NI.

We encourage you to review this guidance (linked below), alongside any other specific UK Government guidance that applies to your product. You should consult your legal counsel if you have questions about how the laws and regulations apply to your products from 1 January 2021.

The Brexit guidance can be found here:

GB:

- [Placing manufactured goods in Great Britain from 1 January 2021](#)
- [Using the UKCA mark in GB from 1 January 2021](#)
- [Product Safety and Metrology in GB from 1 January 2021](#)

NI:

- [Placing manufactured goods in Northern Ireland from Great Britain](#)
- [Placing manufactured goods in Northern Ireland from the EU](#)
- [Using the UKNI mark](#)
- [Product Safety and Metrology – NI](#)