



# Certified Trading Card Association, Inc. (CTCA)

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## Industry Standards Manual – Version 1.0

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### 1. Introduction

The Certified Trading Card Association, Inc. (CTCA) establishes these Standards to promote integrity, transparency, and professionalism across the trading card industry. These Standards apply to all CTCA members and serve as the foundation for certification, verification, and enforcement.

### 2. Scope & Applicability

These Standards apply to:

- Breakers
- Retail shops
- Online and physical marketplaces
- Grading and authentication companies
- Consignment and service providers

Compliance with these Standards is a condition of CTCA membership.



### **3. Definitions**

- Breaker – An individual or business conducting live or recorded trading card breaks.
- Marketplace – A platform facilitating the buying, selling, or trading of cards.
- Retailer/Shop – A business selling trading cards or related products.
- Grading Company – An entity evaluating card condition and authenticity.
- Compliance Audit – A CTCA review of member practices.
- Verified Member – A member meeting CTCA Standards and compliance requirements.

### **4. General Standards for All Members**

#### **4.1 Ethical Conduct**

- Act honestly and transparently
- Avoid deceptive or misleading practices
- Treat customers and partners fairly

#### **4.2 Transparency**

- Clearly disclose product condition
- Known defects or alterations
- Fees, shipping timelines, and policies

#### **4.3 Recordkeeping**

- Maintain accurate records for sales, breaks, consignments, and customer communications

#### **4.4 Consumer Protection**

- Provide clear refund/return policies
- Resolve disputes promptly
- Protect customer data

### **5. Breaker Standards**

#### **5.1 Live Break Requirements**

- Stream breaks live with uninterrupted video
- Display all cards clearly on camera
- Randomize teams using verifiable methods
- Show sealed product before opening

#### **5.2 Transparency**

- Disclose break format, pricing, shipping timelines, odds and product configuration



### **5.3 Shipping & Handling**

- Ship cards within 5 business days unless otherwise stated
- Use protective packaging
- Provide tracking for all shipments

### **5.4 Integrity Requirements**

- Do not switch boxes or packs
- Do not hide cards off-camera
- Do not manipulate randomization
- Avoid misleading marketing

### **5.5 Recordkeeping**

- Retain break videos for 90 days
- Keep randomization logs
- Maintain shipping records

## **6. Shop & Retailer Standards**

### **6.1 Product Integrity**

- Sell authentic, untampered products
- Disclose resealed or repackaged items
- Clearly label aftermarket products

### **6.2 Customer Service**

- Provide accurate pricing
- Honor posted policies
- Maintain a clean, safe environment

### **6.3 Inventory Transparency**

- Clearly mark hobby vs. retail products
- Disclose allocation or purchase limits

### **6.4 Security**

- Implement theft-prevention measures
- Secure high-value items

## **7. Marketplace Standards**

### **7.1 Listing Requirements**

- Require accurate item descriptions
- Disclose defects or alterations
- Provide clear images



## **7.2 Fraud Prevention**

- Monitor for counterfeit activity
- Remove repeat offenders
- Provide reporting tools

## **7.3 Transaction Integrity**

- Provide secure payment processing
- Offer dispute resolution mechanisms
- Maintain transparent fee structures

## **8. Grading & Authentication Standards**

### **8.1 Transparency**

- Disclose grading criteria
- Publish population reports
- Clarify reholding policies

### **8.2 Accuracy & Consistency**

- Apply consistent grading standards
- Use trained graders
- Maintain quality control procedures

### **8.3 Anti-Counterfeit Measures**

- Use tamper-evident holders
- Implement serial number tracking
- Provide online verification

### **8.4 Turnaround Times**

- Publish realistic turnaround estimates
- Notify customers of delays

## **9. Compliance Requirements**

### **9.1 Annual Certification**

- Annual standards acknowledgment
- Updated business information
- Conflict-of-interest disclosure

### **9.2 Documentation**

- Proof of business registration
- Insurance (if applicable)
- Customer service policies



### **9.3 Cooperation**

- Cooperate with CTCA audits
- Investigations
- Standards updates

## **10. Audit Criteria & Procedures**

### **10.1 Audit Types**

- Routine Audits – Annual compliance checks
- Targeted Audits – Triggered by complaints
- Random Audits – Conducted without cause

### **10.2 Audit Areas**

- Break videos
- Transaction records
- Customer complaints
- Shipping logs
- Marketplace listings
- Grading accuracy samples

### **10.3 Audit Outcomes**

- Pass
- Conditional Pass (corrective action required)
- Fail (disciplinary action)

## **11. Violations & Corrective Actions**

### **11.1 Minor Violations**

- Late shipping
- Incomplete disclosures
- Minor recordkeeping issues

### **Corrective Actions**

- Warning
- Training
- Documentation updates

### **11.2 Major Violations**

- Selling counterfeit items
- Break manipulation
- Fraudulent listings
- Repeated violations



### **Corrective Actions**

- Suspension
- Revocation
- Public notice

### **12. Version Control & Amendments**

CTCA Standards v1.0 will be reviewed annually by the Standards & Certification Committee. Amendments require Board approval.