

# Unpaid item policy

Members must pay for the items they win or buy on AMP within 2 days of committing to the purchase.

## What is the policy?

When a member purchases an item, they must complete the purchase by sending full payment to the seller as outlined in the Sellers Product Details, unless the Seller agrees otherwise.

Buyers must note:

The cost of shipping and handling, and all terms that the seller has included in the listing may be paid to the Seller regardless of the reason for the unpaid item

Purchases can only be retracted under exceptional circumstances

A seller may [report an unpaid item](#) if the buyer doesn't pay or contact them within 10 days prior to the date due as outlined in the Product Details by the seller.

## Managing unpaid items cases

AMP may refund the [insertion fee](#) for the relisting if there is one

Buyers have the option of [appealing an unpaid item](#) if they believe it was undeserved

Sellers should avoid falsely reporting unpaid items or they may:

Have all credits reversed for the time period in question

Lose the ability to use the final value fee credit system

Be subject to suspension

Unpaid items are considered a violation of our buying policies. All unpaid items are recorded on a buyer's account. Buyers who have excessive unpaid items, or cancelled transactions, may have limits imposed, or lose their buying privileges.

AMP will automatically remove feedback from a buyer who didn't pay. However, if we missed something, sellers can [contact us](#). Feedback may be removed when:

The buyer didn't pay or respond to the unpaid item process

The buyer is suspended

The buyer's communication in the Resolution Center undermines the purpose of the unpaid item process and feedback system

Activity that doesn't follow AMP policy could result in a range of actions including for example: administratively ending or canceling listings, hiding or demoting all listings from search results, lowering seller rating, buying or selling restrictions, and account suspension. All fees paid or payable in relation to listings or accounts on which we take any action will not be refunded or otherwise credited to your account.