

Contacting a buyer or bidder

When you're selling on AMP, you might sometimes need to get in touch with a buyer. Depending on whether they've already purchased an item from you, or have just bid on one of your listings, you'll be able to contact them in slightly different ways.

To improve your help experience, please [sign in](#) to your account.

Are you a buyer looking to contact a seller? See our article on [contacting a seller](#)

How to contact someone who bought an item from you

Once someone's bought an item from you, you can contact them directly if there is an issue that the AMP Administrator determines requires direct communication.

How to contact a buyer who hasn't yet purchased your item

If you need to get in touch with a buyer before they have bought your item, we won't be able to give you their contact details, but you can send them a message through the AMP Administrator.

One of our top priorities is protecting our members so we don't allow contact information to be used to complete sales off our site. When this happens, it poses a risk of fraud and buyers and sellers aren't covered by our protection programs if something goes wrong. If a buyer asks you to complete a transaction outside of AMP, please [contact us](#) to let us know.

Read our policies on [False or missing contact information](#) and [Offers to buy and sell outside of AMP](#) for more information.