

Feedback policies

Feedback is an opportunity to leave an honest comment about your experience with a seller, or thank a customer for their purchase. Our guidelines and policies listed below are in place to ensure it's used constructively and fairly.

Frequently Asked Questions

I received negative feedback that I don't think is fair. What can I do?

You can respond to the feedback and tell your side of the story. As a seller, you can also send a limited number of requests for buyers to [revise their feedback](#).

I received feedback that violates AMP policies. What should I do?

If a member has violated one of our feedback policies, you can ask us to have it removed. Once we review it, we may remove the entire feedback, or just the comment or the rating.

Can I change feedback I left for someone else?

In most cases you can't change feedback once you've left it. However, if you've left negative or neutral feedback for a seller and want to change it to positive feedback, the seller may be able to send you a feedback revision request. If the seller is unable to send a feedback revision request, you can leave a clarifying follow up comment to your original feedback.

[Feedback extortion policy](#)

Buyers aren't allowed to use threats of negative feedback or low detailed seller ratings to get something that wasn't part of the original listings, and sellers can't demand positive feedback from buyers.

[Feedback manipulation policy](#)

Members can't exchange feedback solely for the purpose of increasing feedback scores, gaining AMP privileges, or enhancing their reputation on our site. Neither can they influence another member's feedback through a series of repeat purchases, or by leaving negative comments with a positive rating.

Feedback in seller terms and conditions

Sellers aren't allowed to include terms and conditions in a listing that limit or restrict the buyer from leaving feedback.