

# Contacting a seller

How you contact a seller on AMP depends on whether you've already bought an item from them or not.

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

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

If you've already bought an item from a seller, you can contact them using your [Purchase history](#) by choosing the item, then selecting the contact information.

## Contacting a seller before you buy an item

Not all sellers accept questions before you buy an item. You can see if a seller accepts questions by checking the Seller Information section on the listing page – if you can see **Contact Seller**, they accept questions.

For sellers that do accept questions, here's how to get in touch:

Select **Contact Seller** from the Seller Information section at the top of the listing.

On the Find answers page, choose the topic that best matches your question.

If you can't find a solution to your question, select **Contact the seller**.

Enter the topic and your question for the seller.

Select **Send a copy to my email address** if you'd like to keep a copy of the message.

Enter the verification code shown and select **Send**.

### Tip

Make sure your contact information is up to date so sellers are able to get in touch after

a purchase. You can find out how to keep your details up-to-date in our [Changing your contact details article](#).

## Finding your seller's phone number

If your seller has opted to share their number, you'll find it by selecting **Contact seller** on a listing. On the Find answers page, you'll find the number on the contact form or by selecting **Other**.

If you respond to an email sent by your seller, you'll see an option to view their phone number if they've opted to share it.

## Completing a purchase outside of AMP

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 seller asks you to complete a transaction outside of AMP, please [let us know at info@advertisingmarketplace.com](#).

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