

Contacting a Buyer

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 may be able to contact them in slightly different ways.

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. We will share your contact information with them as well as your product specs and other important details regarding the transaction via an Insertion order.

How to contact a Buyer who hasn't yet purchased your product

If you need to get in touch with a Buyer and they have not yet purchased your product, we won't be able to give you their contact details, but you can send them a message through us if it is important.

How to share your phone number with buyers

We will make your phone number available to buyers so they can contact you by phone before and/or after they've bought from you when needed.

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](#) at info@advertisingmarketplace.com 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.