

Report an item or listing

If you've seen an item on the site that you think violates our listing policies, let us know so we can look into it.

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

If the issue you're having is related to an item you've purchased, for instance if it hasn't arrived, or if it's faulty, damaged, or doesn't match the listing description, you don't need to report it to us – instead, read our [returns articles for help getting your money back](#).

You should only report an item to us when it violates one of our policies. Here are a few examples of when to report an item:

- [It infringes on someone else's copyright](#)
- [It's prohibited for sale on AMP](#)

This isn't an exhaustive list – you'll find all the rules about what's allowed on the site in our [listing policies](#). If you see an item that shouldn't be listed on the site, let us know so that we can investigate.

If you're having an issue with an item you've purchased, for example if you haven't received it, or if it arrived damaged, you don't need to report it to us to investigate. Instead, you should work with the seller to resolve your issue. If they can't resolve your issue, you can ask us to step in and help. Find more information in our [returns and refunds articles](#).