

# ebay Customer Service

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## Ask eBay to step in and help for sellers

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If your buyer has requested a return or let you know about an issue with their purchase and you can't resolve things for them, you can ask us to help.

Once we step in, we'll review the details and get back to you and the buyer within 48 hours.

If eBay steps in to help with a return at any stage and the buyer returns the item used or damaged, you'll no longer be able to deduct an amount from the buyer's refund, even if you qualify under our [seller protections](#).

### When you can ask eBay to step in

Once the buyer has let you know that they have an issue, you have 3 business days to respond with a resolution. After that, if the matter hasn't been resolved, either of you can ask us to step in and help.

You don't have to ask us to step in immediately after the 3 business days though – if you're still working things through with the buyer, you generally have up to 21 business days after the request was opened to ask us for help.

If any issues come up after an item is returned to you, you'll be able to report the problem and ask us to step in and help.

### How to ask us to step in

You can ask us to step in from the **Returns & Refunds** section of Seller Help. Simply select **Take Action** beside the item and then **Ask eBay to step in**.

[Go to Seller Help](#)

You can also ask us to step in and help from Seller Hub or from My eBay Orders.

[How to ask eBay to step in and help in Seller Hub](#)

[How to ask eBay to step in and help in My eBay Orders](#)

#### Tip

Whenever possible, we recommend resolving your buyer's issue and not asking eBay to step in. If it's counted as a **case closed without seller resolution**, it may affect your [seller performance level](#).

## What happens after eBay steps in

We'll review the details of your case and will aim to resolve it in the fairest way possible. We normally come back with an answer within 48 hours, though occasionally it might take longer if we need more information.

Once we've found a resolution, we'll let you and the buyer know the outcome and anything else you need to do. For example, we may ask the buyer to return the item to you in these situations:

- We can't determine that the item received by the buyer matches the listing description
- You offer returns and your stated return policy applies
- You already offered to accept a return

If we determine that you've met your obligations to the buyer, the case will be closed and you won't need to do anything else.

If we determine that you are responsible for providing a refund to the buyer, we'll issue the refund and then seek reimbursement from you. You won't receive [fee credits](#) if this happens, and the case will be counted as "closed without seller resolution", which can affect your [seller performance level](#).

For more information about how eBay decides the outcome of a case, see our [eBay Money Back Guarantee policy](#).

If you don't agree with our resolution, you can [appeal](#) by providing new information within 30 calendar days of the case being closed.

### Top Takeaway

We recommend trying to resolve the buyer's issue within 3 business days. After that, we can step in and help. However, if we determine you were responsible for providing a resolution to the buyer, your seller performance level may be affected.

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