

# ebay Customer Service

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## Buying as a guest

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You can shop for most things on eBay without needing an eBay account, but you'll miss out on the benefits of being a member.

### Quick tip

If you can't find your guest order confirmation email, select the button below, enter your order number or the email address you used to purchase the item on the next screen, and select **Submit request**. Then we'll send you a link to your order details.

[Retrieve guest order confirmation email](#)

### How to buy as a guest on eBay

Once you've found an item you'd like to buy, you can go to checkout to complete your purchase. Here's how:

1. Select **Buy It Now** on the listing.
2. Select **Check out as guest**.
3. Fill in your shipping address, email address, and payment information.
4. Select **Confirm and pay**.

You can buy without an eBay account as long as:

- The item costs less than \$5,000
- The item can be purchased using Buy It Now. If you want to bid on an auction or send a Best Offer to a seller, you'll need an eBay account
- You pay for the item using PayPal, credit card, debit card, Apple Pay, or Google Pay

You can still track your purchases and return items you've bought as a guest on eBay, but you won't be able to use My eBay to keep track of your activity or message other members.

### Your guest order confirmation email

When you buy an item as a guest, we'll send you a guest order confirmation email, with the subject line "Order Confirmed". You'll need this email to view your order details, contact the seller, track your order, or start a return if you need to send your item back.

If you can't find your guest order confirmation email, select the button below, enter the email address you used to purchase the item or your order number on the next screen, and select **Submit request**. Then we'll send you a link to your order details.

[Retrieve guest order confirmation email](#)

## Tracking an order as a guest

If your seller is sending your item using a tracked delivery service, you can follow your item's progress all the way to your shipping address.

Here's how to track your order as a guest:

1. Find your eBay guest order confirmation email. The subject line starts with "Order Confirmed".
2. Select **View order details**.
3. Select **Show shipping details**.

You'll see a delivery status bar with a delivery company, tracking number, and the item's current location.

If you don't see the tracking information you can select **Contact seller** on the Order Details page and ask the seller if they will upload the tracking number.

## Creating an eBay account

You can still [register as an eBay member](#) after you've bought an item as a guest. Your guest purchases will still be managed separately, but you'll find all your future purchases in My eBay.

To create an account, select **View order details** in your guest order confirmation email and then select **Register** at the top of the page.

Once you've created an eBay account, you'll get all the benefits of being a member. You can:

- Access full order details
- Bid on auction-style listings
- Leave feedback
- Send messages to other eBay members
- Use My eBay to manage and track orders
- Access eBay community resources, such as discussion boards

Learn more about [eBay accounts](#).

### Tip

You can use your Facebook, Google, or Apple account to quickly sign up for an eBay account. Learn more about [using your social accounts to get set up on eBay](#).

### Top Takeaway

You can usually buy on eBay without an account if the item is selling for less than \$5,000 and it's offered with Buy It Now. You need an eBay account to bid on an auction item.

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