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# ebay Customer Service

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## Get help if you bought as a guest

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If you want to return an item, or if there's a problem with your order, the first step is to let the seller know. If you're not able to resolve things with the seller, you can ask us to help.

It's easier to shop on eBay and keep track of your purchases when you have an account. Find out more about [signing up for an eBay account](#)

If you don't have an eBay account, or didn't sign in to your account when you made a purchase, you can still request a return or report that an item hasn't arrived. Guest purchases are protected by [eBay Money Back Guarantee](#), if all eligibility requirements are met. So if the seller doesn't respond or you're unable to resolve the issue with them, you can ask us to step in and help.

### Finding your order details

To start a return request or report a problem with an item you bought as a guest, you'll need your order confirmation email. This is the email we sent at the time of your purchase with all your order details. The subject line starts with "Order Confirmed".

If you can't find your guest order confirmation email, select the button below and we'll send you a link to your order details.

[Find guest order details](#)

## Your item hasn't arrived

First check the delivery information, and if the expected delivery date has passed, let the seller know that it hasn't arrived.

### Check your item's delivery information

Your item may still be in transit. Check your order confirmation email to see the item's expected delivery date and the address it's being shipped to.

You can also select **View order details** in your order confirmation email to see the latest tracking updates.

What to do if you provided an incorrect shipping address

### Report that your item hasn't arrived

You have up to 30 calendar days from the estimated delivery date to report that an item hasn't arrived.

The seller should respond within 3 business days to provide a delivery update, offer a replacement, or give you a refund. If you're getting a refund, it will go back to your original payment method. Refunds are typically available within 3-5 business days.

Here's what to do:

1. Find your order confirmation email. The subject line starts with "Order Confirmed".
2. Select **View order details** in the body of the email.
3. Select **Contact seller**.
4. Select **I haven't received my item yet**.
5. Choose **No, I want to contact the seller**.
6. Fill in the details and then hit **Submit**.

You'll receive a confirmation email once you've created the request, which will include a link to view your request details. You can also check the status of your request by going to **View order details** in your order confirmation email, then selecting **Resolutions**.

What to do if you've only received some of the items you've purchased

## You want to return an item

Many eBay sellers accept returns if you've changed your mind. Check the listing to see the seller's full return policy, including how long you have to request a return and any other conditions.

How to find the seller's return policy

If the seller states in their return policy that they don't accept returns, you can ask them to see if they'll make an exception.

If the item doesn't match the listing description, or if it is faulty or arrived damaged, you may be eligible for [eBay Money Back Guarantee](#). This means that you can return it even if the seller's returns policy says they don't accept returns.

## How to open a return request

1. Select **View order details** in your order confirmation email.
2. Select **Return item**.
3. Select your reason for the return and select **Next**.
4. You can add a message to the seller and also upload up to 10 photos showing the item's condition.
5. Select **Confirm return**.

You'll receive a confirmation email once you've created the request, which will include a link to view your return details. You can also see the status of your return by going to **View order details** in your order confirmation email, then selecting **Resolutions**.

[How to return multiple items](#)

## How the seller may respond to your request

The seller has 3 business days to get back to you. How they can respond depends on the reason for your return.

[You changed your mind about an item](#)

[Your item didn't match the listing, or it arrived faulty or damaged](#)

## Sending the item back

When your return request is accepted, we'll send you an email with the subject "Send the item back". Make sure you ship the return by the date in this email to avoid any delays or issues in the refund process.

If you're responsible for purchasing the return shipping label, make sure you use a tracked service and add the tracking number to your return request. If the item being returned has a total cost of \$750 or more, it will need to be returned with a [signature confirmation](#).

If the seller provided a return label, you can access your guest account and the label through the order confirmation email. For more information about who pays for return shipping and how to send the item back, see [return shipping for buyers](#).

The condition of the returned item is important, so repack it carefully. If you return the item used, damaged or missing parts, or if it gets damaged during return shipping, the seller may deduct an amount from your refund to cover the loss in the item's value. For more information, see our [Condition of returned items policy](#).

## Getting your money back

Most sellers refund as soon as they get the item back. If the item has been returned to the seller and they haven't given you a refund after 2 business days, you can ask eBay to step in and help.

Refunds go back to your original payment method and are typically available within 3-5 business days.

## Get help from eBay

Most of the time if you have an issue with a purchase, the seller will be able to solve it for you. However, we're here to help.

Here are the main reasons you might ask us to step in and help:

- The seller hasn't responded to your request after 3 business days
- The seller responded, but hasn't provided a resolution (for example, they accepted your return request but didn't provide a return shipping label)
- You returned the item and it's been delivered back to the seller, but they haven't processed a refund after 2 business days

Don't leave it too long to ask us to step in and help. We'll automatically close a return request if there's been no activity.

## How to ask eBay to step in

To access your request details, you can either:

- From your order confirmation email, go to **View order details**, then select **Resolutions**
- From the email you received when you opened the request, go to **See request details**

From the request details, simply select **Ask eBay to step in and help**.

Learn more about [asking eBay for help](#).

## Close a request

If your item arrives, or if you've changed your mind and no longer want to return your item, it's easy to cancel your request.

To access your request details, you can either:

- From your order confirmation email, go to **View order details**, then select **Resolutions**
- From the email you received when you opened the request, go to **See request details**

From the request details, select **Close your request** and choose your reason from the dropdown menu.

You won't be able to re-open the request once it's closed.

## Top Takeaway

You can start a return or report a missing item from your guest order confirmation email. Guest purchases are protected by eBay Money Back Guarantee if all eligibility requirements are met.

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There are several ways you can send an item back to the seller. Who pays the cost of return shipping depends on the seller's ...

2 min article

#### **Returns, items not received, and refunds for buyers**

In most cases, if your order doesn't arrive, or is faulty or damaged, you'll get your money back or a replacement. Most sellers accept ...

3 min overview

- ! Severe winter weather may impact delivery times in parts of North America. Check tracking for the latest carrier updates.

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Get the help you need from our automated assistant, or contact an agent

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