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# ebay Customer Service

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## Check the status of your request

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If you've requested a return or reported that you didn't receive your order, you can check the status at any time.

### Quick tip

Once you've requested a return or reported that an item hasn't arrived yet, you can check the status at any time by selecting the button below.

[Check the status of my request](#)

### Check your open request

Select the button above to check the status of your request at any time. There, you'll see the seller's replies and details on what you need to do next.

If it's been less than 3 business days since you opened the request and the seller hasn't responded yet, give them a little more time. Most sellers are happy to help once they know there's an issue.

Need to get in touch with the seller about your purchase? If you haven't already opened a request, read our articles:

- [Get help with an item that hasn't arrived](#)
- [Return an item for a refund](#)

## Get help from eBay

If you don't see the option to ask us to step in, your order might not be eligible yet. We can step in if it's been more than 3 business days since you requested a return or reported an item hasn't arrived.

You don't need to ask us to step in as soon as the order is eligible though. If you and the seller are still talking, you can give them a bit longer to sort things out. If you're not happy with the seller's resolution (for example, the seller accepted your return request but hasn't provided a return shipping label), you can ask us to help.

Don't wait too long though. Requests that show no activity for 21 business days are closed automatically.

How to ask eBay to step in

Once you've asked us to step in, we'll review all the details and respond to you and the seller within 48 hours. Learn more about [asking eBay to step in and help](#)

## Getting your 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.

### Tip

If the seller promised a refund but hasn't issued it, you can ask eBay to step in and help.

## Closing a request

If your item has arrived, or you no longer want to return it, you can close your request. This lets the seller know that the issue is resolved.

How to close your request

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### Related help topics

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[Returns and refunds](#)

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**Ask eBay to step in and help for buyers**

You can ask us to step in if there's an issue with your order and the seller hasn't been able to help.

1 min article

**Appeal the outcome of a case as a buyer**

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## Need more help?

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

Contact us

Check my request status

