

eBay Customer Service

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Appeal the outcome of a case as a seller

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If you don't agree with our resolution when we've stepped in to help resolve an issue, you can appeal by providing new information within 30 calendar days of the case being closed.

- To improve your experience, please sign into your account.

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Are you a buyer looking to appeal a case? Read our article on [appealing a case as a buyer](#)

Whenever we're asked to step in and help with a return or an item that didn't arrive, we aim to resolve it in the fairest way possible. Sometimes, though, you might not agree with our resolution, especially if there's additional information you can provide for us to consider.

When you appeal, we'll review the case and any new information you provide, and come back to you with a final decision. We'll normally get back to you within 48 hours, though occasionally it can take a little longer.

Tip

If you've received feedback from a buyer that you don't think is accurate or fair, take a look at our article about [disputing feedback](#).

Information you may need when appealing

You'll need to provide new, additional information about your case. This can include things like:

- Tracking details showing the buyer received the item before the case was closed. If the order's total cost (total of item(s), shipping and tax) is \$750 or more, signature confirmation is required
- Proof that a returned item was delivered to the wrong address or lost in the mail
- Documents showing the item matches the listing description
- Proof the buyer received a refund before the case was closed

Tip

You can appeal at any time within 30 calendar days of the case being closed.

How to appeal a case

You can appeal cases that were "closed without seller resolution" from the transaction defect report in your Seller Dashboard.

[See your closed cases](#)[How to appeal a case from your Seller Dashboard](#)

Handling payment disputes

In some situations, a buyer may ask their bank or other financial institution to open a payment dispute if they believe there's an issue with their order. Payment disputes can take the form of a chargeback or other type of dispute. For more information on how to handle these requests, and how eBay can help, take a look at [handling payment disputes](#).

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