

ebay Customer Service

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Ask eBay to step in and help for buyers

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

Quick tip

We can only step in if it's been more than 3 business days since you requested a return or reported that an item hasn't arrived yet.

[Check the status of my request](#)

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

For qualifying orders, you can get a refund if an item didn't arrive, is faulty or damaged, or doesn't match the description in the listing.

When you can ask eBay to step in

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.

We'll automatically close a request if there's been no activity for 21 business days, so don't wait too long.

You can also ask us to help if tracking shows that a return was delivered to the seller more than 2 business days ago and you haven't received a refund.

How to ask us to step in

1. Find the item in your **Purchases**.
2. Select **See request details** (if your item didn't arrive) or **See return details** (if you're trying to return an item).
3. Select **Ask eBay to step in and help**.
4. Select a reason from the dropdown menu, then select **Confirm**.

[Go to Purchases](#)

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 seller know the outcome and anything else you need to do. For example, we may ask you to send the item back to the seller.

If the resolution is to give you a refund, it will go back to your original payment method. Refunds are typically available within 3-5 business days.

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

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

Top Takeaway

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.

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