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ebay Customer Service

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Appeal the outcome of a case as a buyer

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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 closing.

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Are you a seller? Read our article on [appealing a decision as a seller](#)

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.

Information you may need when appealing

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

- Photos showing that the item doesn't match the listing description
- Tracking details showing that the seller received the item you returned
- Proof that your item was delivered to the wrong address
- A copy of a police report, if applicable

How to appeal a decision

You can start an appeal by selecting the item above, or by following these steps:

1. Find the item in your [Purchases](#).
2. Select **See case details**.
3. Select **Send us an appeal**.
4. Fill in the details and select **Submit**.

Appeal your case

Tip

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

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