

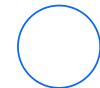
[Hi! Sign in](#)[Daily Deals](#)[Brand Outlet](#)[Gift Cards](#)[Help & Contact](#)Ship  
to

English

[Sell](#)[My eBay](#) ▾

# ebay Customer Service

Home > ... > Returns and refunds > How sellers manage returns ... > Help a buyer with an item the...

 Search eBay Help

3 min article

## Help a buyer with an item they didn't receive

### On this page

[What to do when a buyer opens an item not received request](#)

[Ask eBay to step in and help](#)

If a buyer doesn't receive their item, they're entitled to a refund unless you can provide tracking information showing that it was delivered.

To improve your experience, please sign into your account.

[Sign in](#)

Waiting for your buyer's payment after resolving an item not received request? See our page on [payments holds on your sold items](#)

Are you a buyer who hasn't received the item you bought? Read our article on [what to do if you haven't received your item](#)

If your buyer hasn't received their item and the estimated delivery date has passed, they'll let you know there's an issue by opening an "item not received" request.

If a buyer opens a request, we'll send a message with all of the details to your registered email address—it'll also be available in your [eBay Messages](#).

Once a request is opened, you have 3 business days to resolve the issue. After that time, either you or the buyer can [ask us to step in](#) to help resolve the issue.

## Resolve an item not received request

### Tip

When a buyer opens a request, the funds related to the sale may be [be put on hold](#). Once the issue is resolved, the hold is lifted and you'll receive your funds in your next scheduled payout.

## What to do when a buyer opens an item not received request

In the email you received telling you the buyer's issue, select **See request details**. You'll find information on whether the buyer is requesting a refund or would prefer to still receive the item. You'll also see your response options:

**Add tracking details:** You'll need to provide tracking within 3 business days of the request being opened, if you haven't done so already. In order to be protected, tracking must be from one of the [shipping carriers integrated with eBay](#) and must include the date you shipped the item, the date it was delivered, and the address it was delivered to. If the order has a total cost (total of item(s), shipping and tax) of \$750 or more, it should also show the signature confirmation of the recipient. Learn more about our [signature confirmation requirements](#).

[How to add tracking information](#)

**Refund the buyer:** The buyer will get a full refund, including the original shipping costs. Choose this option if you don't have tracking details from one of our [integrated shipping carriers](#) showing the item was delivered to the address on the order, or showing the package has been in transit without movement for 7 days or more.

[How to refund the buyer](#)

**Send a message to the buyer:** If you'd like to speak with the buyer directly to try to resolve their issue, you can send them a message. If you and the buyer can't agree on a resolution within 3 business days, you can ask eBay to step in to help. However, you may not be protected if you don't upload tracking from one of the [shipping carriers integrated with eBay](#) and there is no acceptance scan showing before the 3 business days expire.

[Contact the buyer directly to try to resolve the issue](#)

**Send a replacement item:** If the buyer would rather have the item than a refund, use the "Send a message" option to offer them a replacement. Once you've sent the replacement, let them know it's on the way and upload tracking information to the request.

**Tip**

You should report missing packages to the shipping carrier you used—they may be able to help.

## Ask eBay to step in and help

If you and the buyer haven't been able to resolve the issue within 3 business days, you can ask us to step in to help. If we step in, you will no longer be able to issue a refund.

You can ask us to step in from the **Returns & Refunds** section of Seller Help. Simply select **Take Action** beside the item and then **Ask eBay to step in**.

[Go to Seller Help](#)

You can also ask us to step in and help from Seller Hub or from My eBay Orders.

[How to ask eBay to step in and help in Seller Hub](#)

[How to ask eBay to step in and help in My eBay Sold](#)

When we step 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.

If we determine that you've met your obligations to the buyer, the case will be closed and you won't need to do anything else.

If we determine that you are responsible for providing a refund to the buyer, we'll issue the refund and then seek reimbursement from you. You won't receive [fee credits](#) if this happens, and the case will be counted as "closed without seller resolution", which can affect your [seller performance level](#).

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

### Top Takeaway

The easiest way to resolve "item not received" requests is to provide tracking details showing the delivery address and delivery date of the item.

### Was this article helpful for you?



## Related help topics

See other articles in:

[Returns and refunds](#)

[How sellers manage returns and refunds](#)

You might also be interested in:

### [eBay Money Back Guarantee policy](#)

eBay Money Back Guarantee covers most transactions on eBay. It means buyers can get their money back if an item didn't arriv...

13 min article

### [How to handle a return request as a seller](#)

You can choose whether to accept returns if a buyer changes their mind about a purchase. However, if an item arrives damaged, doesn't...

Bes...  
han...

The...  
step...  
risk...  
your...

4 mi...

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

## Need more help?

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

[Contact us](#)

[Manage Returns and Refunds](#)

