

ebay Customer Service

Home > ... > Returns and refunds > Where's my item? > Get help with an item that ha...

[Search eBay Help](#)



4 min article

Get help with an item that hasn't arrived

On this page

[Check if your item is on its way](#)

[Report that your item hasn't arrived](#)

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

[If your order arrives after you've reported it](#)

If the estimated delivery date for your order has passed and your item hasn't arrived, you can let the seller know by reporting that you didn't receive it.

To improve your experience, please sign into your account.

[Sign in](#)

Quick tip

Once you've reported that an item hasn't arrived yet, you can check the status of your request at any time by selecting the button below.

[Check the status of my request](#)

Are you a seller looking to help a buyer with an item that hasn't arrived? Read our article on

[responding to an item not received case](#)

Check if your item is on its way

If your item hasn't arrived, you can track your order in **Purchases**. You can check the expected delivery date, the address it's being shipped to, and the latest tracking updates.

[Check delivery information](#)

[What to do if you provided an incorrect shipping address](#)

Report that your item hasn't arrived

The seller is the best person to help if the delivery date has passed and your item hasn't arrived. You can ask for an order update, a replacement, or a refund back to your original payment method. Most sellers respond within 3 business days.

To be eligible for buyer protections, you need to report the item hasn't arrived within 30 calendar days after the delivery date, so get in touch with the seller as soon as you can. Refunds are typically available within 3-5 business days.

[Report an item you didn't receive](#)

[How to report an item that hasn't arrived through My eBay](#)

[What to do if you've only received some of the items you've purchased](#)

Ask eBay to step in and help

If the seller hasn't responded, or hasn't provided a resolution after 3 business days, you can ask us to step in. You have up to 21 business days from when you opened the original request.

Here's how you can ask eBay to step in:

1. Find the item in your **Purchases**.
2. In the **More Actions** drop down menu, select **See request details**.
3. Select **Ask eBay to step in and help**.
4. Select a reason from the dropdown menu, then select **Confirm**.

[Go to Purchases](#)

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

If your order arrives after you've reported it

If your item arrives, you can close your request. This lets the seller know that the issue is resolved.

If there's a problem with the item or you want to return it, you'll need to close your item not received request, and [open a return request](#) instead.

If you've already received a refund, get in touch with the seller about what to do next. For example, you could:

- Send the item back and keep the refund
- Keep the item and arrange to reimburse the seller

[How to close your request](#)

Tip

You won't be able to re-open the request or case once it's closed.

Top Takeaway

If your item doesn't arrive by the expected delivery date, the seller is the best person to help. You can ask us to step in if they don't provide a solution within 3 business days.

Was this article helpful for you?



Related help topics

See other articles in:

[Returns and refunds](#)

[Where's my item?](#)

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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

Return an item for a refund

If you've changed your mind about an item you bought or there's something wrong with it, you can request a return....

4 min article

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- ! 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

Other options for you

[Report an item that hasn't arrived](#)