



eBay Customer Service

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2 min article

Report an issue with a buyer

Search eBay Help...

If you're having a problem with a buyer because they're not following our rules, let us know and we'll look into it.

[When to report a buyer](#)

[How to report a buyer](#)

You don't need to report issues related to specific orders. Instead, read our articles on:

- [Resolving unpaid items with buyers](#)
- [Managing returns, missing items, and refunds](#)
- [Disputing feedback you received](#)

When to report a buyer

You should only report a buyer if you think they're violating our policies. Here are a few examples of when to report a buyer:

- The buyer is demanding something that wasn't offered in the original listing
- You believe the buyer is making a false claim
- You believe the buyer is misusing the [eBay Money Back Guarantee](#) or the returns system
- They've asked you to [complete a sale off eBay](#)
- They're [abusing the bid retraction process](#), repeatedly bidding and then retracting bids
- They're messaging you more than what would be considered normal, with no intention of buying the item

How to report a buyer

You can report a buyer to us by selecting the button below:

[Report a buyer](#)

Tip

You can also report a buyer from your [Sold items list](#). Choose **Leave feedback** from the

dropdown menu next to the item, and then select **Report buyer**.

We take all reports seriously, but please make sure your claims are accurate. Learn more about [false reporting of policy violations](#).

Top Takeaway

You should only report a buyer if you think they're violating our policies. If there's a problem with an item you sold, use our resolution processes – you can [ask us to step in](#) if you need to.

Was this article helpful for you?

Related help topics

See other articles in:

[Selling](#)

[Returns and refunds](#)

You might also be interested in:

False reports of policy violations

We take any report of a violation of our policies seriously. False reports slow down our investigations into real issues, and so make it harder for us to protect...

4 min article

Blocking a buyer on eBay

eBay sellers have control over who can bid on and buy their items. You can block individual buyers or set buyer requirements based on specific criteria.

2 min article



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Contact us

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

Other options for you

Ask the Community

Report the buyer

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