



eBay Customer Service

[Home](#) > [...](#) > [Selling](#) > [Listing your item](#) > [Blocking a buyer on eBay](#)

2 min article

Blocking a buyer on eBay

Search eBay Help...

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.

[Block a buyer](#)

[Unblock a buyer](#)

[Set buyer requirements](#)

[How to exclude shipping locations](#)

If you've had an issue with a buyer and don't want them to purchase or bid on your items, you can add them to your Blocked buyers list. They'll be unable to place bids or buy from you until you remove them from the list.

Block a buyer

Here's how to add a member to your blocked buyer list:

1. Go to the [Block bidders or buyers from your listings](#) page.
2. Enter the buyer's username in the text box (you can add up to 5,000 usernames).
3. Select **Submit**.

Tip

You can restore a past blocked bidder/buyer list by selecting **Restore list**.

Unblock a buyer

You can remove a buyer from your list any time. Here's how:

1. Go to the [Block bidders or buyers from your listings](#) page.
2. Delete the username of the member from the text box.
3. Select **Submit**.

Set buyer requirements

You can also choose to block buyers based on certain criteria. For example, buyers living in a country you don't ship to, or buyers with excessive canceled orders because they didn't pay for items.

Here's how to block buyers based on specific criteria:

1. Go to [Selling preferences](#) in **My eBay**.
2. Scroll down to Buyer requirements and select **Edit** next to Block buyers who.

3. Enter your preferences and select **Submit**.

How to exclude shipping locations

You can choose to exclude specific shipping locations (regions, countries, PO boxes) from all your listings by using our [Exclude shipping locations page](#). When you apply your shipping exclusions, we'll block buyers whose primary shipping address is in a location you don't ship to. You can change this setting in the [Buyer Management section](#) of your selling preferences.

Was this article helpful for you?

Related help topics

See other articles in:

[Selling](#)

[Listing your item](#)

You might also be interested in:

Contacting a buyer or bidder

When you're selling on eBay, you might sometimes need to get in touch with a buyer. Depending on whether they've already purchased an item from you, o...

2 min article

Report an issue with a buyer

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.

2 min article

Need more help?

Contact us

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

Other options for you

[Ask the Community](#)

[About eBay](#) [Announcements](#) [Community](#) [Security Center](#) [Seller Center](#) [Policies](#) [Affiliates](#) [Help & Contact](#) [Site Map](#)

Copyright © 1995-2023 eBay Inc. All Rights Reserved. [Accessibility](#), [User Agreement](#), [Privacy](#), [Payments Terms of Use](#), [Cookies](#), [Your Privacy Choices](#) and [AdChoice](#)