



eBay Customer Service

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Seller performance and feedback policy

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We know that a seller's reputation on eBay is an important factor in helping build a successful business. For this reason, we always want your seller performance ratings and feedback to properly reflect the service you provide to your buyers, and will adjust these in situations where we find that you were not at fault.

Based on the information we have, we'll automatically adjust your performance ratings, or remove feedback in some situations. You can also request a manual adjustment if you have additional information, such as tracking data showing that an item was delivered, that illustrates that you weren't at fault when something went wrong. For more details on when we adjust ratings or remove feedback, please see our full policy guidelines below.

Frequently Asked Questions

How do you measure my seller performance?

We measure seller performance using data from your seller account on your defect rate, late shipment rate, and cases closed without you resolving them.

For full details of how performance is evaluated, please read our [Seller standards policy](#) and [Service metrics policy](#).

What kinds of defects can be removed, and how?

We automatically remove defects in certain situations, including where we find the buyer was at fault, if the problem was caused by an eBay site issue, or if there was an issue outside of your control like shipping service delays, or items being delayed because of an extreme weather event.

If you've had a defect removed for any of the reasons mentioned above, please note it can take up to two days for your ratings to be adjusted.

Read our full policy

Tip

Visit [Seller Help](#) to resolve any incorrect defects or improper feedback.

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