



eBay Customer Service

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Viewing and responding to feedback from buyers

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There may be times when you want to reply to feedback a buyer has left for you, or add a comment to feedback you've previously left for someone else. You can't change feedback you've left for a buyer, but you can ask a buyer to reconsider feedback they left for you.

Are you a buyer looking to change feedback you've left? Read our article on [viewing and changing feedback](#)

You can view all the feedback you've left or received in your [feedback profile](#). From there you can also respond to feedback.

When you respond to feedback, your reply appears directly below the initial feedback comment.

Here's how you can reply:

1. From your [feedback profile](#) page, find the feedback you'd like to reply to.
2. Select **Reply** from the Action column.
3. Enter your reply, then select **Send**.

Reply to feedback

If you can't find the feedback you want to reply to, you can use the search bar below the **All Received Feedback** tab to search by the buyer's username, the item number, or the item title.

Search will only return feedback that was left in the last 12 months.

Tip

You can only reply once to a feedback comment, and you can't edit or retract that reply.

Follow up on feedback you left for a buyer

You can't change feedback you left for a buyer, but you can add extra comments.

Tip

Visit [Seller Help](#) to dispute any buyer feedback.

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You might also be interested in:

Feedback policies

Feedback is an opportunity to leave an honest comment about your experience with a seller, or thank a customer for their purchase.

4 min overview

Feedback profiles

You can see how eBay members have been rated by other eBay users by viewing their feedback profile.

3 min article



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