



# eBay Customer Service

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3 min article

## Replying to feedback you received for an item you sold

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While it doesn't affect your seller performance, we understand that positive feedback is important to you. If you believe feedback you received from a buyer isn't accurate or fair, you can try to resolve the situation by replying to the feedback or by requesting a feedback revision.

Are you a buyer looking for information on feedback disputes? Read our article on [handling feedback disputes with sellers](#)

To try to resolve the issue, we recommend that you reply directly to the buyer's feedback, or ask the buyer to revise their original rating and comment.

### Reply to your buyer

You can reply to your buyer from your feedback profile. Once you reply, your comment will appear directly below the buyer's feedback comment.

[Reply to your buyer's feedback](#)

### Send a feedback revision request to your buyer

You can only request a revision for feedback that is less than 30 days old. You can make 5 feedback revision requests per calendar year.

[Request a feedback revision](#)

#### Tip

For every 1,000 feedback ratings you receive during the year, you can make 5 additional

feedback revision requests. However, these additional feedback revision requests don't carry over into the following year.

## What happens when you ask for a feedback revision?

When you send a feedback revision request to a buyer, we'll send them an email with all the details.

The buyer then has 10 days to either:

- **Revise the feedback:** If the buyer accepts the request, we'll guide them through the process of changing their rating and comment. When they revise feedback, their original comments will no longer be visible on eBay
- **Decline the request:** If the buyer declines the request, they can choose whether to share their reasoning with you

If the buyer hasn't taken any action after 7 days, we'll send a reminder. If the buyer still hasn't responded after 10 days, the revision request will expire. Remember, even disappointing feedback is just one person's opinion and won't affect your seller performance.

In some cases, we may remove or adjust feedback. You can learn more about this in our [Seller performance and defect removal policy](#).

### Tip

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

### Top Takeaway

Remember, even disappointing feedback is just one person's opinion and won't affect your seller performance.

## Was this article helpful for you?

### Related help topics

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[Selling](#)

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[Feedback policies](#)

[Automatic feedback settings](#)

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

Leaving feedback is a great way to say thank you to buyers, and it encourages them to leave feedback for you.  
2 min article



Need more help?

Request feedback removal

Contact us

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

Other options for you

Ask the Community