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Contacting a buyer or bidder

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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, or have just bid on one of your listings, you'll be able to contact them in slightly different ways.

To improve your help experience, please [sign in](#) to your account.

Are you a buyer looking to contact a seller? See our article on [contacting a seller](#).

How to contact someone who bought an item from you

Once someone's bought an item from you, you can contact them directly. Select the button below and we'll walk you through the steps.

Contact a buyer

You can also contact the buyer using their [Buyer Alias Email Address](#) which you can find in the View order details page.

How to contact a bidder who hasn't yet won your auction

If you need to get in touch with a bidder while an auction's still under way, we won't be able to give you their contact details, but you can send them a message.

How to share your phone number with buyers

You can also make your phone number available to buyers so they can contact you by phone before and/or after they've bought from you. You'll need to opt in before you can share your number though. Here's how:

1. Go to **Account** and select [Manage communications with buyers](#).

2. Find **Share your phone number**. If **Yes** is showing, you're opted in and buyers can see your phone number. Go to step 3 to choose whether you want to show your phone number before and/or after a buyer has bought from you. If **No** is showing and you want to opt in, select **Edit**.
3. On the Manage your Q & A for buyers page, select **Share your phone number**. Choose between **Only show this info after a purchase** or **Show this info both before and after a purchase**.
4. Select **Submit**. You're now opted in and buyers can access your phone number.

When you're opted in, buyers can find your phone number in 3 places on eBay:

- If the buyer selects **Other** on the Find answers page when they choose **Contact seller**, they see an option to view your phone number.
- If the buyer continues to the contact form from the Find answers page, they see an option to view your phone number at the bottom of the page.
- If your buyer responds to an email you sent them, they see an option to view your phone number at the bottom of the page.

One of our top priorities is protecting our members so we don't allow contact information to be used to complete sales off our site. When this happens, it poses a risk of fraud and buyers and sellers aren't covered by our protection programs if something goes wrong. If a buyer asks you to complete a transaction outside of eBay, please [contact us](#) to let us know.

Read our policies on [False or missing contact information](#) and [Offers to buy and sell outside of eBay](#) for more information.

How to contact a buyer through Email

For privacy reasons, eBay is no longer displaying personal email addresses. However, you can still contact the buyer through email using their "Buyer Alias Email Address" which you can find in the View order details page.

This email alias, ending in @members.ebay.com, is unique to your communications with this buyer. You can also give email aliases to shipping carriers, so that they can securely share shipping updates with the buyer.

Messages sent using eBay alias addresses go through our secure servers before reaching a members registered email address and their eBay Messages. eBay email alias addresses support PDF, DOC, TXT, JPG, GIF, JPEG, PNG, BMP, and TIFF attachments up to a maximum size of 10 MB.

For more information see our [Member-to-member contact policy](#).

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Related help topics

See other articles in:

[Selling](#)

[Returns and refunds](#)

You might also be interested in:

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

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