

Removed or hidden listings

We may have to remove or hide a listing if it doesn't follow our policies or if the rights owner asks us to.

When we remove or hide a listing, we'll send the reason to your registered email address and to your [Messages](https://mesg.ebay.com/mesgweb/ViewMessages/0) - opens in new window or tab in My eBay.

To make sure eBay is a safe place to buy and sell, sometimes we have to remove or hide listings. We'll only remove or hide a listing for one of the following reasons:

- It doesn't follow one of our policies
- It doesn't follow a law
- The rights owner of the item requested its removal
- It's been active on the site for a year or more without any sales

Please read our [listing policies](http://www.ebay.com/help/policies/listing-policies/listing-policies?id=4213) and our [intellectual property and VeRo program policy](http://www.ebay.com/help/policies/listing-policies/selling-policies/intellectual-property-vero-program?id=4349) for more information.

If the rights owner asks us to remove a listing, we will, even if the item is genuine.

Finding more information on why a listing was removed or hidden

If we remove or hide your listing, we'll send the reason to your registered email address and to your [Messages](https://mesg.ebay.com/mesgweb/ViewMessages/0) - opens in new window or tab in My eBay. If you don't see an email from us, check your spam folder. If you still have questions about why your listing was removed or hidden, you can [contact us](#contactWay).

Frequently asked questions

Why was my listing removed/hidden when similar listings are still

active? If your listing is removed or hidden by eBay, you may see similar listings still active on the site. This could be for several reasons:

- There may be differences between the two listings that are not obvious
- The other seller may be a rights owner or an authorized retailer of the item
- A participant in the VeRO program may have asked us to remove your listing but hasn't requested the other listing's removal. These types of removals are only done at the request of the VeRO participant; they are not eBay's decision.

[Read more about the](#)

<https://www.ebay.com/help/policies/listing-policies/selling-policies/intellectual-property-vero-program?id=4349> VeRO Program

Your listing was reported to us, but the other listing was not

If you think another listing isn't following our policies, please

<https://www.ebay.com/help/buying/resolving-issues-sellers/reporting-item-issue-seller?id=4022> let us know and we'll investigate.

Will my fees be refunded if eBay removed or hid my listing? If your listing was removed or hidden for not following a policy, we may or may not refund your fees. Our decision depends on the nature of the listing and whether you have a history of not following our policies.

Can I relist my item? You shouldn't relist without first speaking to us to find out exactly why your listing was removed, even if you think it was removed incorrectly. Relisting in this case can result in suspension from eBay and, in some cases, legal action. For this reason, the "Relist" option is not available for some removed listings. In certain scenarios, we may hide your listing from being visible to shoppers until the problematic content is fixed. Once changes are made and approved by eBay, your listing will be available to shoppers once again. If your listing was removed at the request of a rights owner, you should contact them before relisting. You can contact the rights owner using the email address provided in the email you received when your listing was removed. If your listing was removed because it hadn't had any sales in a year or more, we recommend taking time to improve it before placing the item back up for sale.

[Read more about](#)

<http://www.ebay.com/help/selling/listings/listing-tips/optimising-listings-best-match?id=4166>>optimizing your listings for Best Match. What happens if I bought something from a seller who's been removed from eBay? If you haven't paid for the item, you won't need to. The item should've been removed from your purchase history. We encourage you to look for a similar item from a different seller. If you already paid for the item, please follow these steps:Wait 10 days for the item to arrive.If you haven't received it within 10 days, please let us know your item hasn't arrived. If you receive your item, but want to return it, you can request a refund. If you're having trouble finding the item you bought, read our article on finding a listing.</h2>

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