

Report an item or listing

If you've seen an item on the site that you think violates our listing policies, let us know so we can look into it.

If the issue you're having is related to an item you've purchased, for instance if it hasn't arrived, or if it's faulty, damaged, or doesn't match the listing description, you don't need to report it to us – instead, read our [returns articles for help getting your money back](https://www.ebay.com/help/buying/returns-refunds/returns-missing-items-refunds-buyers?id=4008). You should only report an item to us when it violates one of our policies. Here are a few examples of when to report an item:

- [It infringes on someone else's copyright](https://www.ebay.com/help/policies/listing-policies/selling-policies/intellectual-property-vero-program?id=4349)
- [It's prohibited for sale on eBay](https://www.ebay.com/help/policies/prohibited-restricted-items/prohibited-restricted-items?id=4207)

This isn't an exhaustive list – you'll find all the rules about what's allowed on the site in our [listing policies](https://www.ebay.com/help/policies/listing-policies/listing-policies?id=4213).
If you see an item that shouldn't be listed on the site, let us know so that we can investigate. If you're having an issue with an item you've purchased, for example if you haven't received it, or if it arrived damaged, you don't need to report it to us to investigate. Instead, you should work with the seller to resolve your issue. If they can't resolve your issue, you can ask us to step in and help. Find more information in our [returns and refunds articles](https://www.ebay.com/help/buying/returns-refunds/returns-missing-items-refunds-buyers?id=4008).

How to report an item

You can report an item to us by selecting the button below, or directly from the listing

using these steps:

- Go to the listing and choose Report item, which you'll find next to the description and shipping and payment options.
- Select the reason from the dropdown menu, then Continue.
- On the next page, fill in any extra information, and select Send.

[Report an item](https://www.ebay.com/help/action?topicid=4739) - opens in new window or tab

Tip! If there's nothing wrong with the item, but you think that a seller is violating our policies, you can let us know by [reporting the seller](https://www.ebay.com/help/buying/resolving-issues-sellers/reporting-item-issue-seller?id=4022). Activity on eBay is required to follow this policy, the eBay User Agreement and all applicable laws, as well as respect the rights of third parties. If it doesn't, eBay may take action consistent with applicable laws and the eBay User Agreement, and may even be legally required to do so. Such actions may include, as an example only: Removing the listing or other content, issuing a warning, restricting activity or account suspension.

eBay report item, eBay report a listing, listing violation