

Paul's test article - do not publish

GUIDE.SUMMARY

 What Feedback consists of comments and ratings left by other eBay members that you have bought from or sold to. It reflects your reputation as an eBay member. These comments and ratings, along with your overall Feedback Score, are available in your [Feedback Profile page](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1806&ViewLocale=en_US#profilepage). When A buyer and a seller can leave Feedback for each transaction they make. Generally, a member may affect another member's score by one point (positive or negative) per transaction per week.

GUIDE.RELATED_LINKS

 Help pages:

- [Authenticity Guarantee](https://pages.ebay.com/authenticity-guarantee/)
- [Authenticity Guarantee - Seller](https://pages.ebay.com/authenticity-guarantee-seller/)
- [Authenticity Guarantee - Buyer](https://pages.ebay.com/authenticity-guarantee-buyer/)
- [Authenticity Guarantee - EMIR](https://pages.ebay.com/authenticity-guarantee-emir/)

Related articles

- [eBay Money Back Guarantee Policy](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1520)
- [EMBG - Authenticity Guarantee - Seller - Issue with return - Case closed with no refund](http://cskbapp/art?page_content&id=SOL11388)
- [EMBG - Authenticity Guarantee - Buyer - Item is SNAD - Buyer refunded](http://cskbapp/art?page_content&id=SOL11392)
- [EMBG - Authenticity Guarantee - Buyer - Item damaged or lost in transit - EMIR](http://cskbapp/art?page_content&id=SOL11394)
- [EMBG - Authenticity Guarantee -](http://cskbapp/art?page_content&id=SOL11395)

Seller - Item damaged or lost in transit - EMIR
[href="http://cskbapp/art?page=content&id=SOL11393"](http://cskbapp/art?page=content&id=SOL11393)>eMBG - Authenticity Guarantee -
 Seller - Authenticator confirms SNAD - Follow up action
[href="http://cskbapp/art?page=content&id=SOL11391"](http://cskbapp/art?page=content&id=SOL11391)>eMBG - Authenticity Guarantee -
 Seller - Item damaged or lost with authenticator - Buyer refunded
[href="http://cskbapp/art?page=content&id=SOL11390"](http://cskbapp/art?page=content&id=SOL11390)>eMBG - Authenticity Guarantee -
 Buyer - Item damaged or lost with authenticator - full refund
[href="http://cskbapp/art?page=content&id=SOL11389"](http://cskbapp/art?page=content&id=SOL11389)>eMBG - Authenticity Guarantee -
 Buyer - Buyer refused delivery - No refund
[href="http://cskbapp/art?page=content&id=SOL11387"](http://cskbapp/art?page=content&id=SOL11387)>eMBG - Authenticity Guarantee -
 Buyer - Faulty/ fraudulent/ empty box return - no refund
[href="http://cskbapp/art?page=content&id=SOL11381"](http://cskbapp/art?page=content&id=SOL11381)>eMBG - Authenticity Guarantee -
 Seller - Buyer refunded, case closed, item on its way to you
[href="http://cskbapp/art?page=content&id=SOL11380"](http://cskbapp/art?page=content&id=SOL11380)>eMBG - Authenticity Guarantee -
 Seller - Buyer failed to return item on time - case closed
[href="http://cskbapp/art?page=content&id=SOL11379"](http://cskbapp/art?page=content&id=SOL11379)>eMBG - Authenticity Guarantee -
 Buyer - Item not returned in timeframe
[href="http://cskbapp/art?page=content&id=SOL11351"](http://cskbapp/art?page=content&id=SOL11351)>eMBG - Authenticity Guarantee -
 Buyer- Buyer failed to provide proof - Deny return
[href="http://cskbapp/art?page=content&id=SOL11352"](http://cskbapp/art?page=content&id=SOL11352)>eMBG - Authenticity Guarantee -
 Seller- Buyer failed to provide proof - Deny return
[href="http://cskbapp/art?page=content&id=SOL11348"](http://cskbapp/art?page=content&id=SOL11348)>eMBG - Authenticity Guarantee -
 Seller - Buyer claims damage - On hold - Request photos
[href="http://cskbapp/art?page=content&id=SOL11347"](http://cskbapp/art?page=content&id=SOL11347)>eMBG - Authenticity Guarantee -
 Buyer - Buyer claims damage - On hold - Request photos
[href="http://cskbapp/art?page=content&id=SOL11346"](http://cskbapp/art?page=content&id=SOL11346)>eMBG - Authenticity Guarantee -

Buyer - Remorse, outside return policy - Deny Return

<http://cskbapp/art?page=content&id=SOL11400> eMBG - Authenticity Guarantee - Seller - Customized item returned by authenticator

<http://cskbapp/art?page=content&id=SOL11509> eMBG - Authenticity Guarantee - Buyer - Authenticator indicates missing / incorrect paperwork

<http://cskbapp/art?page=content&id=SOL11510> eMBG - Authenticity Guarantee - Buyer - Authenticator indicates issue with packaging

<http://cskbapp/art?page=content&id=SOL11511> eMBG - Authenticity Guarantee - Buyer - Authenticator indicates counterfeit parts or accessory

<http://cskbapp/art?page=content&id=SOL11512> eMBG - Authenticity Guarantee - Buyer - Authenticator indicates other issue

<http://cskbapp/art?page=content&id=SOL11513> eMBG - Authenticity Guarantee - Buyer - Request to hold package at Authenticator

<http://cskbapp/art?page=content&id=SOL11514> eMBG - Authenticity Guarantee - Buyer - Item returned to Authenticator (eBay label) 1st rts

<http://cskbapp/art?page=content&id=SOL11520> eMBG - Authenticity Guarantee - Seller - Items from listing are missing or incorrect

<http://cskbapp/art?page=content&id=SOL11521> eMBG - Authenticity Guarantee - Seller - Item returned to Authenticator (seller provide label) - 1st

<http://cskbapp/art?page=content&id=SOL11522> eMBG - Authenticity Guarantee - Seller - Item returned to Authenticator (seller provide label) - 2nd

Watch PSNADs

<http://cskbapp/art?page=content&id=SOL11504> eMBG - Authenticity Guarantee - Buyer - Authenticator indicates refinished dial

<http://cskbapp/art?page=content&id=SOL11505> eMBG - Authenticity Guarantee -

Buyer - Authenticator indicates relumed dial eMBG - Authenticity Guarantee - Buyer - Authenticator indicates incorrect crown eMBG - Authenticity Guarantee - Buyer - Authenticator indicates incorrect movementeMBG - Authenticity Guarantee - Buyer - Authenticator indicates generic or aftermarket parts </h2></h2>GUIDE.TALKING_POINTS General Feedback talking pointsImages with Feedback talking points </h2></h2>General Feedback talking points</h2> Feedback key points: Generally, a member may affect another member's score by one point (positive or negative) per transaction per week. A buyer and a seller can leave Feedback for each transaction they make. As a buyer, you can: Leave positive, negative or neutral Feedback for sellers for up to 60 calendar days from the date you received your item or from the expected delivery date, whichever comes first. If no expected delivery date is provided, you have up to 90 days from when you completed your purchase to leave feedback for the seller.You must have had your account for at least 5 days to be able to leave feedback.Receive only positive Feedback from a seller. You can also choose to leave Detailed Seller Ratings for your sellers. Detailed Seller

Ratings enable you to rate your seller in four areas:

- Item description
- Communication
- Postage time
- Postage and handling charges

As a seller, you can:

- Leave positive Feedback only within 60 calendar days from the purchase date.

[Restrictions on leaving Feedback](https://www.ebay.com.au/help/shipping-delivery/estimated-delivery-dates/expected-delivery-dates-buyers?id=4025)

If you're a buyer:

- You can leave feedback up to 60 calendar days from the date you received your item or from the [expected delivery date](https://www.ebay.com.au/help/shipping-delivery/estimated-delivery-dates/expected-delivery-dates-buyers?id=4025), whichever comes first, to leave Feedback. If no expected delivery date is provided, you have up to 90 days from when you completed your purchase to leave feedback for the seller.
- You must have had your account for at least 5 days to be able to leave feedback.
- (Top-Rated Sellers have a grace period of 7 days before their buyers can leave neutral or negative Feedback) and you can leave a positive, neutral, or negative rating, a comment (up to 500 characters in length), and detailed seller ratings. Bear in mind that leaving Feedback is optional.



If you're a seller:

- You can only leave positive Feedback to buyers and a comment (up to 500 characters in length). Leaving Feedback is a good idea if the transaction went well. If you feel that it didn't, it may be better to not leave Feedback. If you had a very negative experience with the buyer, please use report a buyer to let us know.
- When a buyer may leave neutral or negative Feedback:
- If you had a problem with a seller that didn't get resolved to your satisfaction, you have the option to leave a negative or neutral Feedback rating on the seller's Feedback profile.
- Before leaving negative or neutral Feedback for sellers, buyers will see a message encouraging them to contact the seller to resolve any open issues.

addition to contacting your seller to resolve any open issues, bear in mind you can open an Item Not Received request or start a return if the item doesn't match the description to help resolve the problem. Note that Feedback comments are generally permanent so it's important the comments you leave are fair and accurate. If you left your seller a negative or neutral Feedback and they later resolved the issue, the seller can submit a Feedback Revision request that will allow you to edit the Feedback you left them.

- The 7-day delay for Top-rated sellers
- Our research shows that Top-rated sellers are usually very experienced and reputable. They are typically the safest group of sellers on the site.
- We're using this delay to encourage buyers to contact their sellers and resolve any issues. You might be surprised at how many issues get resolved through simple communication.
- Unable to leave Feedback?
- Check whether your transaction partner is still registered with eBay. You can't leave Feedback for members whose registration status is "No longer a registered member". Note: You can leave Feedback if this member becomes registered again within 60 days of the end of the listing.
- Check to see if the listing is older than 60 days. You have up to 60 calendar days from the date you received your item or from the expected delivery date, whichever comes first.
- If no expected delivery date is provided, you have up to 90 days from when you completed your purchase to leave feedback for the seller.
- If the item was removed by eBay, you won't be able to leave Feedback about it.
- If you are getting an error message, you may already have left Feedback for this transaction. You can check this in your Feedback Profile page under the Feedback left for others tab.

If you're a buyer:

- Check if your seller is a Top-rated seller. You may need to wait at least 7 days (from when the listing ends) before you can leave a negative or a neutral feedback for a Top-rated seller.
- If you have a Guest account, you'll need to confirm your account before you can leave Feedback.
- You must be a member of eBay for more than 5 days to leave Feedback for any user.

If you're a seller:

- You won't be able to leave negative Feedback for your buyer. If you leave a bad review alongside positive Feedback, your buyer may ask us to remove this. If you had a negative experience with the buyer, please use report a buyer to let us know.
- Feedback after a cancel transaction request
- If you accept a cancel transaction request you can still leave Feedback for the seller.
- If you have requested the cancellation you won't be able to leave Feedback for the seller.
- Encouraging your trading partner to leave Feedback

If you haven't received Feedback and would like to, here are some steps you can take:

- Ensure that you've already left your own Feedback for your transaction partner. Members are more likely to respond when they see you've left Feedback.
- Contact your trading partner and ask for Feedback. A polite and friendly request to receive Feedback for the completed transaction is likely to achieve the best results.
- Check if there's a case open regarding the transaction by going to My eBay Sold or by selecting Requests and disputes in the Order tab in Seller Hub.

Received negative Feedback

- We're sorry to hear about that. Would you like to know [the](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1806&ViewLocale=en_US#options) options if you receive a neutral or a negative Feedback rating?
- Internal Information See the [Defect and feedback policy - Removal and appeal of defects, late delivery, and feedback](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1118) for information on feedback removals and the

<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1299>&Feedback misuse policy; for image removals. When Feedback is removed

- Feedback is permanent and we encourage members to review negative and neutral Feedback before it is submitted.
- However, there are certain circumstances where Feedback removal may occur, for example where it doesn't follow our policies. See the https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1806&ViewLocale=en_US#enforcement&enforcement criteria; and / or the <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=guide1299>&Feedback misuse policy; and

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=guide1118>&Defect and feedback policy - Removal and appeal of defects, late shipment, and feedback

articles for guidelines and exceptions.

- Additionally, if you had a case opened up against the seller and the seller won the case, any Feedback left for that member would automatically be removed.

Feedback revision process

If you're a buyer:

- If your seller has resolved a problem to your satisfaction since you left Feedback, or you made a genuine mistake and left the wrong Feedback, the seller has the ability to send you a Feedback revision form. Once you receive this from the seller you will have to either agree or disagree on the form. If you agree you will be able to edit the Feedback left for the member.
- Feedback revision allows you to change a Feedback rating, comment and / or Detailed Seller Rating.
- You can adjust Detailed Seller Ratings freely but you can only revise neutral and negative Feedback upward or leave it alone.
- The feedback revision feature is only available on desktop web. The dWeb page can be accessed and used on mobile devices.

If you're a seller:

- As a seller you may send five Feedback revision forms per calendar year and five more for every 1,000 Feedback received on a rolling 12 months. Bear in mind that sending the form to your buyer doesn't guarantee Feedback revision in return.

Click Site Map on the

bottom of the eBay page.

- Click COMMUNITY link.

In the left column, under the Feedback section, click Request Feedback revision.

- Make sure to talk to the buyer before sending the form, as there is no way to follow up if they refuse the request. Rolling 12 month process seems unfair to seller (Feedback revision).

The rolling 12-month process is designed to keep your earned revisions consistent with your level of performance. Sellers who have a higher volume of transactions are obviously going to be subject to a higher volume of Feedback as well and this process gives them the same ratio of revisions that it would give a lower volume seller regardless of the actual number of revisions.

If you find you have a significant drop in positive Feedback, yet continue to receive the same level of negative / neutral Feedback, then we would suggest there may be a problem with the business model rather than how much or how little you are selling.

Internal Information See the Detailed Information section for a breakdown of the number of Feedback Revision requests allowance Feedback profile page

Your Feedback profile page has comments and ratings other members leave after a transaction with you. This helps other members evaluate your reputation on eBay.

Buyers can use the page to find out a seller's:

- Reputation
- Sales history
- Contact information

The Feedback Profile page has several sections to it. These sections are explained in https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1806&ViewLocale=en_US#profilepage; Detailed Information

The Feedback Profile page includes certain types of information, while others are left private.

- Item numbers are publicly available.

eBay members appreciate the ability to do a bit of research on what transactions a buyer or seller has been involved in previously - for example, to see what categories a seller has sold in before, and how satisfied buyers were with their purchases.

- Starting end of July 2016, you can only view the Feedback left for others when looking at your own Feedback profile.

Buyer

usernames and their Feedback counts are kept private. It's important for buyers' names to be private in bidding history for an item, so we want to align the Feedback Profile page with that. You can only see the names of buyers and their Feedback counts when looking at your own Feedback profile. The date/time Feedback was left are private, but we do display the general time frame (1 month, 6 months, or 12 months). It provides a simple, clear and easy way for users to determine when the buyer and seller interacted, but too much detail could become a privacy issue. "Verified purchase" displayed on feedback In early 2024 we introduced a "Verified purchase" tag on feedback. "Verified purchase" appears next to feedback on all feedback pages, including seller ratings.(See screenshot) Many other ecommerce sites allow any visitor to leave reviews on their site. We introduced "Verified purchase" on feedback to increase buyer trust and to let new customers know that you can only leave feedback on eBay after you've made a purchase. What is a verified purchase? A verified purchase is any purchase made on eBay, whether Buy It Now, auction or offers. The Verified purchase tag is added to all feedback buyers leave about purchases made on eBay. Showing a verified purchase tag against negative feedback could hurt my business. Occasional issues can impact even highly-rated sellers and no buyer expects a seller to have 100% positive feedback all the time. We encourage sellers to reply to feedback to address the buyer's concerns. Is a "verified purchase" tag shown in unpaid and charge back orders? No, feedback on unpaid and charge back orders are removed by eBay. Is a "verified purchase" tag shown against cancelled or refunded orders? The "verified purchase" tag is shown next to all feedback left by buyers against transactions completed on eBay including cancelled and refunded orders. If the buyer has left a negative comment, you may contact them to revise the comment. You

can also use the reply feature to address buyer concerns. Sellers can request the removal of any feedback that violates eBay policy. Please see [GUIDE1299](https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1299). How sellers can leave Feedback in bulk for buyers: Selling Manager and Selling Manager Pro allow you to leave Feedback for your buyers in bulk. You have the option to use a stored comment or enter a custom one each time.

Stored Comments	You can store up to 10 Feedback comments. By default, there are five pre-made comments in the system. You have the option to overwrite these Feedback comments with your own. By default, the system randomly displays custom comments to your buyers. You can use the drop-down menu in this section to choose a stored comment for your transactions.
Custom Comments	If you're using a custom comment, it'll apply to all items you're leaving Feedback for at once.

What is Feedback filtering? Feedback filtering gives buyers and sellers the ability to filter the Feedback of other users to see positives, neutrals and negatives, all in one grouping. We've added Relevance Ranking, which has changed the default sort for feedback from recency (chronological) to relevance (richer, more helpful feedback at the top). By defaulting to a relevance-based sorting we are making it easier for buyers to find insightful comments and be more confident about their purchase decision. Members can click on the numbers within the Recent Feedback Ratings table on a member's Feedback Profile page to drill down into that particular set of recent ratings. Feedback filtering allows buyers to easily access the information they want in order to make an informed purchase decision. It also gives sellers a cleaner and more organised view of their Feedback comments and they can use this functionality to identify trends in their business and adapt more quickly. You

received an email asking if you want to revise a Feedback, but you don't see Feedback Revision requests in your eBay account. Is this a spoof email? If you don't see any requests from My Messages, check your "Won" section in My eBay. If a legitimate Feedback Revision request was sent to you, there will be an "eBay note" there letting you know that a request has been sent. Note: We no longer remove Feedback for the reason of "Buyer Requests Removal". Why your Feedback profile may not have been up-to-date While we try to calculate Feedback immediately, occasionally there will be a delay. We can refresh your Feedback for you. Internal Information If the score that's appearing on the site isn't up-to-date (eg. a seller with no Feedback in the past 12 months should have 0% but does not), you can use Agent Desktop to force a recalculation. Load the member's username into AD. Go into the FB Details View. In the top left corner, find the refresh symbol. Select Full from the drop-down menu to refresh all parts of the score, or pick a particular piece of data if needed. Why is my buyer's Feedback not showing on my profile page? I can see the positive Feedback received, but not the comments. Per privacy rules, only the buyer & seller (when signed in) will see the Feedback comments, item number and buyer ID for items sold in pharmaceutical and medical categories (on sites which have these). This is because of the nature of the item that was sold and legal requirements around items in these categories <h2>Images with Feedback talking points</h2> BUYERS Can I add images to feedback? Yes, you can choose to add up to 5 photos from your device's gallery when you're leaving feedback. You can add images to every item (category). See Instructions for uploading images I can't add images to my feedback. Can you please help me? Please

see

Guide1452

 (Technical issues troubleshooting)

Images need to be 1600 x 1600 pixels or less and need to comply with eBay's

href="https://www.ebay.com/help/policies/listing-policies/images-text-policy?id=4240">Images,

videos and text policy

href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1299"

target="_blank">Feedback misuse policy.

How do I find out what size my photo is?

For Windows PC:

Right-click the image file.

From the context menu, select Properties.

Select the details view. The image size is displayed in the file properties.

For Mac:

Right-click the image.

Select Information. The image size is displayed in the file properties.

I accidentally added photos/ uploaded the wrong photos. Can you please delete the photos?

Thank you for informing us that you want to remove an image. Please note that we can only remove images that violate our policies. I want to let you know some options available to you:

If you uploaded an image in error and it is not related to the transaction, you can use the follow-up option to tell the eBay community that the image is a mistake. You could also send the seller a message asking them to request feedback removal through Seller Help. These actions wont affect the feedback rating you've already left.

If you think your image goes against any of our policies (such as our Images, videos and text policy or our Feedback misuse policy), you can inform the seller and they can request image removal through Seller Help.

Will I still need to upload pictures in a case if the same images already appear on the feedback itself?

Yes, please always add any images that are relevant to the case. This way, if you need eBay to step in, we have all the information available to make the right decision.

My feedback was removed 6 months after I posted it, can you explain why this occurred so late?

While feedback is intended as an open forum, we have guidelines and policies in place to ensure it's used constructively and fairly. In some situations, we may remove or adjust feedback that has been left for sellers. As we roll out the new feedback images feature across categories and markets, we are allowing sellers to appeal images for a longer period than feedback comments post transaction. Please note that the appeal timeframe of 120 days will eventually apply to both feedback images and comments once the image feature is fully rolled out in 2024.

The seller requested a feedback revision. How can I revise the picture?

It is not possible to delete or revise images. If you think an image goes against either of our policies on

[https://www.ebay.co.uk/help/policies/listing-policies/images-videos-text](https://www.ebay.co.uk/help/policies/listing-policies/images-videos-text-policy?id=4240) or

<https://www.ebay.co.uk/help/policies/feedback-policies/feedback-misuse-policy?id=5030> Feedback misuse

, the seller can request image removal through Seller Help.

SELLER I don't want to show images in my feedback. How can I deactivate pictures for my feedback? You can't deactivate image display for your feedback. To align with industry standards and enhance the transparency of our feedback system, we are displaying pictures for feedback. Pictures will only display if the buyer uploads them in addition to leaving feedback comments.

Can I still request feedback removal? Yes, you can still request feedback image removals through Seller Help. Please note that every appeal request related to feedback must strictly follow our

<https://www.ebay.co.uk/help/policies/selling-policies/seller-protection-policy?id=4345> Seller protection policy and

<https://www.ebay.co.uk/help/policies/feedback-policies/feedback-policies?id=4208> Feedback policies.

What can I do to avoid negative

images? Set clear buyer expectations for your buyer and show an accurate picture of the item. For example, if the color can be perceived differently in a different light, show this (pink vs. red sweater). Make sure the item is delivered to the buyer as described in your listing. <h2>GUIDE.DETAILED_INFORMATION

Leaving Feedback: To leave Feedback from the Site Map: Click on Site Map at the bottom of most eBay pages (if you don't see it, simply open any item page). Click on Leave Feedback link, under COMMUNITY & Feedback. To leave Feedback from My eBay: Click My eBay at the top of any eBay page. You may be asked to sign in. Go to the appropriate section where the item is listed. If you're the seller, click "Sold". If you're the buyer, click "Won". 3. On the right hand side of the item, select Leave Feedback from the drop-down menu.
 4. Select the Feedback rating you'd like to leave. If you're the seller, you can only leave a positive Feedback rating. If you're the buyer, you can indicate whether you had a positive, neutral or negative experience with your seller by selecting the corresponding button. 5. In the "Comment" box, enter up to 500 characters of text that accurately describes your trading experience. If you're a buyer, you can also leave detailed ratings for your seller.

Note: If you're leaving Feedback for an international transaction or for a transaction where you received free postage, you might see a note when leaving Feedback.

Updated Leave Feedback Following is the detailed information about updated eBay Leave Feedback page. See & a href="https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1806&ViewLocale=en_US#Caution">Caution & section above for ramp plan. Navigating to Leave

Feedback Click My eBay. You may be required to sign in. Select Summary from the drop-down list. Select the link to the right of Awaiting Feedback. The link appears only if there are items waiting and it indicates the number of items awaiting your Feedback. Note: There are several ways to access Leave Feedback. You can also navigate to the page from the eBay Site Map. Look for My eBay > My messages > Feedback. Leaving seller Feedback From the Leave Feedback page, click Leave Feedback from the item you won. The Leave Feedback page opens.

 Review information about the transaction. Tell us how your experience was being selecting Positive, Neutral or Negative. Tell us more by entering a comment (Up to 500 characters) Indicate if the item arrived on time by selecting Yes or No. If tracking indicates that the item is delivered, we'll display that information.

 Provide Detailed Seller Ratings (DSRs) including Item description, Shipping Costs, Shipping time, and / or Seller communication. Some DSRs don't apply to certain transactions. For example, we won't ask you to rate the reasonableness of shipping and handling charges if you enjoyed free shipping. We no longer ask follow up questions about whether the item was as described in cases of low DSRs. Once you submit Feedback, you can't change it.

 Upload up to 5 images of your item.

 Once you submit feedback you can't change it, including any images you've added. Photos need to be 1600 x 1600 pixels or less and need to comply with eBay's Images, videos and text policy and Feedback misuse policy. Upload allows larger size than 7Mb. Larger files will be downsized to max. 1600 x 1600 pixels. Leaving buyer Feedback From the Leave Feedback page, click Leave Feedback from the item you sold.

 </ol start="2"> Tell us how your experience was by selecting Positive or Report buyer. Tell us more by entering a comment. (Up to 500 characters.) Once you submit Feedback, you can't change it. </ol start="4"> If you selected Report buyer, there are one or two more steps: We'll ask you to tell us what's going on. Select the following, as applicable: Buyer made unreasonable demands Demanded a change to the postage method or location Demanded a change to the payment method or timing Demanded a partial refund or discount Demanded additional items or services Demanded that the transaction be completed off of eBay Buyer abused buyer protection program Buyer missed returns Other problems </ol start="2"> Provide additional, optional

comments. (Up to 2,000 characters.)
 Feedback scores / stars: Feedback stars are awarded once you receive a certain number of Feedback entries. You need a score of at least 10 to get a star icon. The star by the score will change to different colours (silver, gold, etc) the higher you go to show other members that you are an experienced eBay member with great customer satisfaction.

 <ul style="list-style-type: none">10 to 49 Feedback points	 <ul style="list-style-type: none">50 to 99 Feedback points
 <ul style="list-style-type: none">100 to 499 Feedback points	 <ul style="list-style-type: none">500 to 999 Feedback points
 <ul style="list-style-type: none">1,000 to 4,999 Feedback	

points					Green
Star					
src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DEN/pf/12/WebFiles/NA_eBay_CS/Article_Images/8641/greenstar.jpg"					
5,000 to 9,999 Feedback points					
					Yellow Shooting
Star					
src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DEN/pf/12/WebFiles/NA_eBay_CS/Article_Images/8641/yellowshooting.jpg"					
10,000 to 24,999 Feedback points					
					Turquoise Shooting
Star					
src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DEN/pf/12/WebFiles/NA_eBay_CS/Article_Images/8641/turquoiseshooting.jpg"					
25,000 to 49,999 Feedback points					
					Purple Shooting
Star					
src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DEN/pf/12/WebFiles/NA_eBay_CS/Article_Images/8641/purpleshooting.jpg"					
50,000 to 99,999 Feedback points					
					Red Shooting
Star					
src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DEN/pf/12/WebFiles/NA_eBay_CS/Article_Images/8641/redshooting.jpg"					
100,000 to 499,999 Feedback points					
					Green Shooting
Star					
src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DEN/pf/12/WebFiles/NA_eBay_CS/Article_Images/8641/Green_Star.jpg"					
500,000 to 999,999 Feedback points					
					Silver Shooting
Star					
src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DEN/pf/12/WebFiles/NA_eBay_CS/Article_Images/8641/Silver_Star.jpg"					
1,000,000 to 1,499,999 Feedback points					

src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DEN/pf/12/WebFiles/NA_eBay_CS/Article_Images/8641/Silver_Shooting.jpg"></td> <td> 1,000,000 ratings or more </td> </tr> </tbody> </table> To view your Feedback profile and see how your Feedback is calculated: 1. In "My eBay", click your Feedback score (the number in brackets just to the right of your username). 2. Hover your mouse above the line "How is Feedback Percentage calculated?" 3. Your percentage is calculated by the number of positives you've received in the last 12 months divided by the *total* of the positives *and* negatives you've received. Following up or replying to Feedback: A follow-up comment enables you to add details to a Feedback comment you already left. Replying to a Feedback comment enables you to offer your own comments about a Feedback comment someone left for you. In both cases, comments are permanent and must be less than 500 characters in length. You can also only leave these comments once per Feedback. Replying to Feedback or leaving a follow-up comment won't affect any ratings or scores. There's no time limit on replying to a Feedback comment; you can reply at any time. Note: It can take up to 24 hours before you're able to search for or reply to Feedback. To leave a follow-up comment to Feedback you left for another member: Locate the feedback youre interested in following up to on the feedback profile. Select Follow up. Enter your follow-up comment and click Send. Your follow-up comment will appear just below your original comment. To respond to Feedback another member left for you: <ol dir="ltr"> Locate the feedback youre interested in replying to on the feedback profile. Select Reply. Enter your reply and click Send. See Tips for Members in Escalations of Feedback removal and DSR-related requests for more on this. Feedback visibility / Feedback profile page Your Feedback profile page has the comments

and ratings other members leave after a transaction with you. This helps other members evaluate your reputation on eBay.

This page is visible to all members and can be useful to find out a seller's:

- Reputation
- Sales history

Buyer usernames and their Feedback counts are hidden on the Feedback Profile page. You can only see the names of the buyers and their Feedback counts when looking at your own Feedback profile.

Feedback revision If you resolve an issue after your buyer has left a negative or neutral Feedback, or in cases where the buyer made a mistake, the buyer may agree to change the Feedback that was left for you. Here's how it works:

- Seller initiates the request for a negative or neutral Feedback from the [Feedback profile page](https://feedback.ebay.com.au/fdbk/feedback_profile/).
- The seller has 30 days after the original Feedback has been left to do this.
- The buyer has 10 days to accept or decline the request. After 10 days, buyers won't be able to revise the Feedback.

Note: 7 days after the seller's request, eBay will send a reminder email to the buyer if they have not yet responded to the request.

The buyer has three options when they receive the request from the seller:

- Revise the Feedback - Buyers can change their rating, comment or Detailed Seller Ratings.
- Decline the Feedback Revision request - no action is taken.
- Ignore the Feedback revision request - no action is taken.

Note: Sellers can't revise Feedback they leave for buyers.

Note: A seller should only send a request when they are confident the buyer will change their Feedback.

Buyers have 10 days to respond to the seller's request. After 10 days, buyers won't be able to revise the Feedback.

Note: Seven days after the seller's request, eBay will send a reminder email to the buyer if they haven't yet responded to the request.

Note: Sellers can't revise Feedback they leave for buyers.

Feedback revision (limits and timeframes):

- Sellers can send five requests per 1,000 Feedback ratings earned within the previous 365

days, starting with a minimum of five days. Every seller will have at least five requests per year. High volume sellers (those earning more than 1,000 Feedback ratings per year) will receive additional requests as they accrue more Feedback. Sellers can send only one request to a buyer per transaction. Feedback revisions are reset each year on 1 January and unused requests do not "roll over". Any time a seller goes to their revision page, our system looks at a "snapshot" of the Feedback they've received in the last 12 months. Revisions are calculated based on the following: Five revisions are granted per 1,000 Feedback entries received during that 12-month period. This is based on a rolling 12 months and not a calendar year. Five revisions are also granted on 1 January. Revisions are subtracted for each request sent to a buyer since 1 January. This is based on a calendar year and won't look at any revisions used prior to 1 January. Since the snapshot is based on a rolling 12 months, the number of Feedback entries in each snapshot is going to be different. On a typical active seller's account, Feedback is simultaneously being earned and dropping off on a daily basis. This means the number of available revisions can potentially change as well, whether or not the seller has actually used any of them. If a member checks their revisions and they have a lower number than they had before, even when they haven't sent any requests, it's because more Feedback entries have dropped off than have been accumulated in that new 12-month snapshot. This can work both ways. If a seller is receiving significantly more Feedback than what is rolling off, they may actually see a higher number of revision requests than they had previously. <table align="center" border="1" cellpadding="2" cellspacing="2"> <tbody> <tr> <td bgcolor="#ccfff" width="107"> Last 12 months Feedback Received count </td> <td bgcolor="#ccfff" width="107"> Eligibility </td>

0 - 999	5				
1000 - 1999	10				
2000 - 2999	15				
3000 - 3999	20				
4000 - 4999	25				

&td> 5000 - 5999 </td>	&td> 30 </td>	&tr>
&td> 6000 - 6999 </td>	&td> 35 </td>	&tr>
&td> 7000 - 7999 </td>	&td> 40 </td>	&tr>
&td> 8000 - 8999 </td>	&td> 45 </td>	&tr>
&td> 9000 - 9999 </td>	&td> 50 </td>	&tr>

*Table shows how sellers receive five additional revisions per increment. Example:

Let's say a seller had a really good season for holiday sales in 2009 and there was a huge spike in their Feedback during the months of November / December. For whatever reason (economy, inventory, etc.) holiday sales weren't as good in 2010 as they were in 2009 and the seller earned significantly less Feedback in November / December of 2010. Some time near the end of December, this seller decides to check his available revisions. The revision count is lower than it was a month before, even though no new Feedback revision requests have been sent since last month.

Our system took its 12-month snapshot and it saw a lower number of Feedback entries because the ratings received in 2009 are no longer counting. Since the holiday months weren't as good in 2010 there wasn't as much Feedback earned compared to the same time the year before. Now that there is less Feedback in the count or 'snapshot', the number of revision requests they qualify for is lower.

Internal Information

The 12-month "snapshot" is taken every time a seller checks his or her available revisions.

While new Feedback is being earned, old Feedback is dropping off. With high volume sellers, this is almost always going to be happening daily. Therefore, it's impossible to determine when a seller will earn more revisions. Even a ballpark estimate isn't always going to be accurate because we have no idea how much Feedback a seller will earn going forward.

This is the way the system was designed to work. Although there has been some confusion, these cases of dropping revision numbers aren't due to any bugs or system problems.

Going forward, we won't be doing any manual removals based on what is perceived as a system error in calculating the number of revisions a seller is awarded. The rising and dropping of received revisions isn't a system problem, but in fact how the revision system was designed to work.

These types of perceived "bug issues" have been raised and investigated and have never been confirmed to be an actual system problem or "bug".

Calculating Feedback Score and Positive Feedback Percentage Feedback Scores make it easy for members to see the reputation other members have earned within the eBay community as buyer, seller or both. Note: To make sure that repeat Feedback is calculated in the Feedback Score, each transaction the member is leaving Feedback for must end in a separate week. For Feedback, eBay defines a week as Monday through Sunday, Pacific Time. The next week will begin at midnight, Pacific Time. This Feedback calculation allows the score to reflect the opinions of different members and prevents members from inflating their Feedback scores.

Terms	What It Is	How It's Calculated / What It Means	Feedback Score
			The number in brackets just to the right of your username at the top of your "My eBay" page.
			<ul style="list-style-type: none">One positive rating increases your Feedback Score by one point.A neutral rating leaves your Feedback Score unchanged.A negative rating decreases your Feedback Score by one point.
			Note: Usually a high Feedback Score is a good sign. Still, it's always a smart idea to scroll down and read some of the actual comments your potential trading partner has given and received.
			Positive Feedback Percentage
			The percentage of positive ratings left for you by members in the last 12 months.
			<ul style="list-style-type: none">We take the number of positives in the last 12 months.Then we divide that by the total of all your positives and negatives in the last 12 months. (Based on transaction end date)
			Example:
			If you received 8 positives and 2 negatives in the last 12 months, we would add 8 + 2 for a total of 10. Then we would divide your

number of positives (8) by the total number of both positives and negatives you received (10). This would give you a positive Feedback Score of 80%. We calculate Feedback percentages to one decimal place, but if you get a large number of positives, you are still able to have a few negatives and end up with 100% (around 1 negative per 2,000 positive). Formula: (based on transaction end date)

[illegible]

Positives (last 12 months)

 [Positives (last 12 months) + Negatives (last 12 months)]

<p>Repeat Feedback</p>	<p>Repeat Feedback</p>
------------------------	------------------------

 &td valign="top">Feedback you receive from the same member for different transactions that | |

end during the same week.</td> <td> Repeat Feedback from the same member is counted

only if items were bought or sold in different weeks.

 If the same member leaves

more than one Feedback for transactions that end during the same week, the Feedbacks are

combined and count as a single unique rating. If you receive more positives than

negatives from the same buyer or seller in the same week, your Feedback Score will be increased

by one point. If you receive the same number of positives and negatives from the

same buyer or seller in the same week, your Feedback Score will not change. If

you receive more negatives than positives from the same buyer or seller in the same week, your

Feedback Score will be reduced by one point. Calculating repeat Feedback this

way makes the Feedback score a more reliable indicator of a member's activity on eBay, since the

score reflects the opinions of different members; it also prevents members from inflating their

Feedback scores. </td> </tr> </tbody> </table> Options to address poor

Feedback (seller): [If you receive negative or neutral](#)

Feedback and low DSRs from a buyer, you can do one or more of the following:

only
 Note: to be discontinued from April 1, 2024</td> <td>
Independent Feedback Review is available for transactions of \$1,000 or more and
allows members to submit a Feedback comment for review by an independent reviewer.
The review services are provided by professional dispute resolution organizations with
extensive expertise in resolving automotive and other disputes. These organizations are unaffiliated
with eBay. When a member requests a Feedback review, the Feedback comment
left for the member filing the complaint will be reviewed by an independent reviewer for a fee.
Depending on the decision by the reviewer, the Feedback rating may be withdrawn. Withdrawn
Feedback is not counted in Feedback scores or ratings, but the Feedback comment remains with an
administrative notation from eBay. Internal Information: Please offer NetNeutrals
as a solution only if a member has requested it. Do not proactively offer this option. NetNeutrals.com
is a service provided by DeMars & Associates, one of the premiere automotive dispute
resolution service providers in the United States. NetNeutrals offers a free direct negotiation forum
as well as a panel of trained neutrals to help you resolve your disputes so you can get back to
business. To initiate the review: Go to:
 http://netneutrals.com/
 Provide the Item Number
and your eBay Username, then click Continue.
 Follow the directions from the NetNeutrals
website. </td> </tr> <tr align="left" bgcolor="#666699" valign="top"> <td
bgcolor="#ccffff">Suspension and Feedback Removal</td> <td
bgcolor="#ccffff"> </td> </tr> <tr> <td valign="top" width="50%">What is
removed?</td> <td valign="top"> When a member is suspended we will remove the
negative Feedback left by these members. However, we wont remove negative and neutral
Feedback left by members suspended for any of the following policies or policy groups:
Billing List Practices Prohibited Items
Infringement / VeRO False Contact Information All
Feedback (including positive) left by buyers suspended within 90 days of registration will continue to

be removed.

Why do we remove Feedback for some suspensions and not others?
--

Many eBay suspensions are brief, temporary or entirely unrelated to a member's buying activity. By removing Feedback for the suspensions, we lose a critical differentiator of sellers. Removing this information hinders our ability to differentiate and promote our best sellers.

Under eBay's User Agreement, it states that "You will not hold eBay responsible for other users' content, actions or inactions, items they list or their destruction of allegedly fake items."
--

See Talking Points in

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1004> Escalations of Feedback removal and DSR-related requests

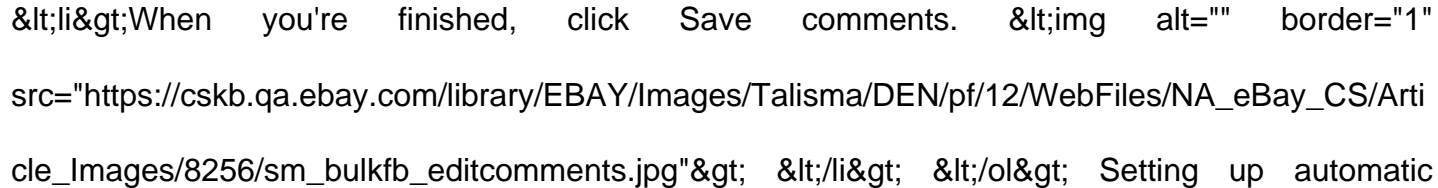
for instances where the Feedback / DSR can't be removed, but the member still wants it taken off.

Leaving Feedback in Bulk To Leave Feedback in Bulk:

- Go to your Selling Manager/Selling Manager Pro Sold page.
- Check the box next to the items for which you want to leave Feedback.
- Click Other Actions.
- Click Leave Feedback.
- Choose the Feedback comment you want to use.
- Click Leave Feedback.

Editing Stored Comments To Edit Stored Comments:

- From the Bulk Feedback page, click Edit stored comments at the bottom of the page.
- Enter your new Feedback comment in the provided spaces.
- When you're finished, click Save comments.



Setting up automatic feedback Automatic feedback settings can make it easy to provide feedback to buyers, especially for busy sellers.

To set up automatic feedback:

- Find the Automate feedback setting in the All listings and orders section of the Selling preferences page.
- Click Edit next to Automate feedback.
- Click Automatically leave positive feedback.
- Choose one of the two

options for when feedback will be left - either after the buyer has paid or after the buyer has paid and left positive feedback.

- Click Save.

Editing automatic feedback comments

The Automatic feedback feature comes with default positive feedback comments that the system uses randomly when leaving automatic feedback.

To edit the default comments or add your own:

- Click Edit

stored comments.

- Select the comment you want to edit.
- Enter your new feedback comment.
- Click Save.

Detailed seller ratings (DSRs)	
Info	
Details	
What	In addition to leaving an overall Feedback rating (positive, neutral, or negative) for a seller, you can also

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1806&ViewLocale=en_US#instructionsdsr, leave detailed ratings for sellers.

With detailed seller ratings (DSRs), you can provide additional information about the transaction and your sellers can get a more complete picture of their performance.

The ratings are based on a five star scale:

- Five is the highest score
- One is the lowest

Leaving DSRs is optional. You are not required to leave one for your seller, but we encourage you to fill these out as they allow you to give more details on the transaction. Note: If you leave Feedback but don't add DSRs, you can't go back at a later stage to add them (an exception is as part of a Feedback Revision request).

Types of DSRs	You can leave a detailed seller rating for a seller in four areas:
	<ul style="list-style-type: none">Item as describedCommunicationPostage timePostage and handling charges
Timeline	

&td> Deadlines:

 As with regular Feedback, you have up to 60 calendar days to leave detailed seller ratings for a transaction from the date you received your item or from the expected delivery date, whichever comes first. If no expected delivery date is provided, you have 90 days from when you completed your purchase to leave feedback for the seller. You can leave detailed seller ratings for your seller when you leave them Feedback.

 If you already left an overall rating, you can't go back and leave detailed seller ratings. There isn't a way to change any of the ratings that were already left. Sellers' ratings will only appear on their Feedback profile if they've received at least 10 ratings in the last 12 months. </td> </tr>

<tr> <td align="top">Automatic 5-star ratings</td> <td> If you meet certain requirements, you'll automatically receive a detailed seller rating of 5 stars in specific categories: Postage and handling charges Offer free postage in your listing (and ensure that the buyer doesn't actually pay for postage). Communication Specify either same business day or one business day handling and upload tracking information within one business day. Don't have any of the following for the transaction: Buyer/seller-initiated communications in eBay Messages Requests for contact information between you and the buyer Return requests reports that the item wasn't received </td> </tr>

</tbody> </table> The Feedback Profile page has several sections to it. <table align="center" border="1" cellpadding="5" cellspacing="0"> <tbody> <tr> <td>Section</td> <td>Details </td> </tr> <tr> <td align="top" width="25%">A</td> <td>Positive Feedback Percentage The Positive Feedback percentage is calculated based on the total number of positive and negative Feedback ratings for transactions that ended in the last 12 months, excluding repeat Feedback from the same member in the same week.
 Note: This calculation is based on transaction end date. If you hover over "How is Feedback

Percentage Calculated?", you can see how we calculate the number.

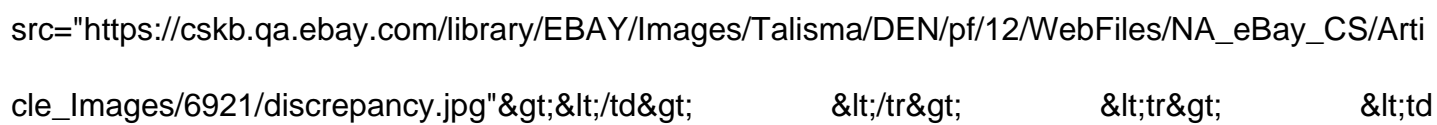
Recent Feedback Ratings

This shows you a total of how many positive, neutral and negative Feedback ratings the seller received within the last month, six months or year.

Important You may see a difference when you calculate your Feedback percentage using the Recent Feedback ratings and what displays in the "How is Feedback percentage calculated" box. This difference is because:

The Recent Feedback ratings section displays all the Feedback you've received based on when Feedback was received.

The Feedback Percentage calculation does not display Feedback given for repeat transactions and is based on when the transaction ended (when you bought / won / sold the item). Repeat transactions are transactions with the same member in the same week ("Repeat Feedback").



Detailed Seller Ratings

These ratings give you more details about a seller's performance. Five stars is the highest rating and one star is the lowest.

If you don't see any numbers in this section, then the member has fewer than 10

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1806&ViewLocale=en_US#dsrs detailed seller ratings.

Average ratings are computed on a rolling 12-month basis.

Member Quick Links

This gives you links you might find useful in your transaction.

Filtering Tabs


The default tab is "All Feedback", where you can see all the member's Feedback in one place.

You can

click one of these tabs to see only one type of Feedback for a member. For example, the "Feedback as a seller" tab shows you the Feedback the member received as a seller, but not the Feedback the member received as a buyer.

- Revised Feedback
- This shows the number of negative or neutral Feedback entries buyers have revised for the seller.

Item Number & Title
This is the number / title of the item the Feedback is about.
Item number & title are both shown for Feedback received as a seller.
Item number is hidden for Feedback received as a buyer (unless you're the buyer or seller involved in the transaction).
Item title is hidden for Feedback received as a buyer (unless you're the seller involved in the transaction, and the transaction was less than 90 days ago).



<https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1165/FBBuyer.jpg>

Period

Use this drop-down menu to view only Feedback from the last 1, 6 or 12 months.

View Item

This link will be displayed if the transaction is less than 90 days old.

Note: It can take up to 24 hours before you are able to search for or reply to Feedback.

GUIDE.INSTRUCTIONS STEPS_TO_RESOLVE Adding a Best Offer Specifying an auto response

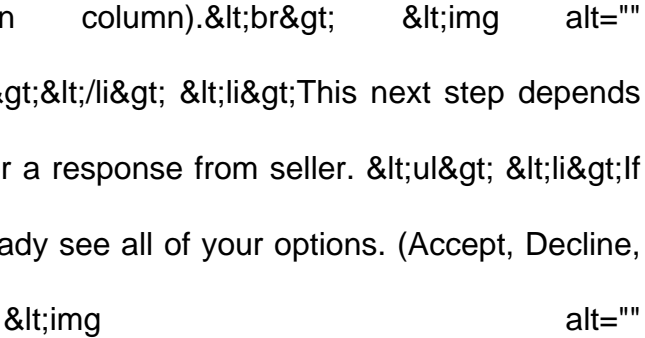
- Click Sell at the top of the eBay homepage.
- Select a category for your item.
- Select an item from our catalog as a basis for your listing (if available).
- In the "Choose a format and price" section, select Let buyers make offers.
- To accept offers automatically, select Automatically accept offers of at least; to decline offers automatically, select Automatically

decline offers lower than.

- Specify your accept/decline price threshold.
- Continue with the rest of your listing.

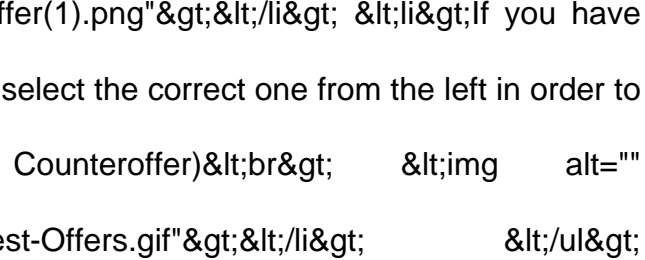
Note: Auto response does not work with Best Offers in which the buyer has specified additional terms; you'll need to manually review these offers. Manually responding to a Best Offer

- At the top of the eBay homepage, click [My eBay](#).
- Click the [Selling](#) link, this should load the Active Selling page.
- Find your item and click [Respond to Offers](#) (find the link in the Action column).



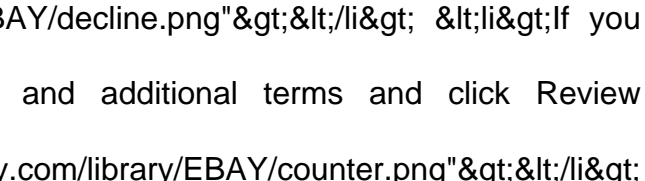
This next step depends on if there is only one, or more than one offer open for a response from seller.

- If you have just one active/open Best Offer, you will already see all of your options. (Accept, Decline, Counteroffer)

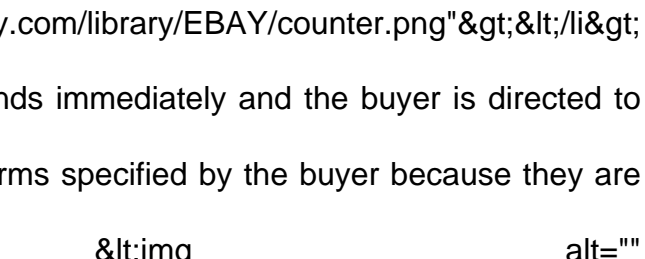


If you have more than one active/open Best Offer, you will need to select the correct one from the left in order to see your options. (Accept, Decline, Counteroffer)

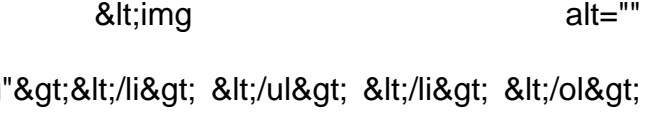
- The next step depends on the decision being made by the seller.
- If you choose to decline an offer, you also have the option to leave a message.



If you choose counteroffer, provide your price, quantity, and additional terms and click Review Offer.



If you choose to accept an offer, the listing ends immediately and the buyer is directed to pay you. Be sure that you agree with the additional terms specified by the buyer because they are also binding.



Buyer payment requirements Some buyers may need to confirm their payment and shipping details when making a Best Offer. Sellers can choose to opt out of this requirement:

-

Hover over your username in the top left-hand corner of the page and select Account settings. Go to the Selling section and select Selling preferences. Select Edit next to Managing who can buy from you. Go to the Buyer Payment Requirements section and uncheck the box. Select Submit.

Adding a Best Offer

How to send a counteroffer

 Go to the Deal Sheet for the item. Click the offer you want to respond to on the left hand side of the page. (If there is only one offer, it will be automatically displayed on the page.) Click Make a Counteroffer. Fill in the counteroffer price, quantity and any additional terms you may have for the sale. Click the Review Offer tab.

Adding a Best Offer

How to disable automatic seller initiated offers

 Go to Seller Hub. In the Search section, select the All statuses dropdown and filter for With offers sending automatically.
 Select Search.
 Select view offer settings.
 Select the > symbol next to Automatically send offers.
 Toggle the blue switch next to Automatically send offers to off.
 Select Done.
 Select Update offer settings.
 <img alt=""

Tip: If you want to keep the Automatically send offers setting toggled off as default, you can follow these steps (Note: these steps require you to send an offer):

- Select Send offers - eligible from the Quick filters menu.
- Select send offers next to one of your filtered items.
- Toggle off Automatically send offers.
- Enter your offer amount and select Send.
- Now select any other of your filtered items.
- You will see that Automatically send offers is now unchecked for your other items as well.

Note: This will affect the listing you have edited and any future listings you create. For any other existing listings that have the Automatically send offers setting active, you will need to manually toggle it off following the process in the section above.

Adding a Best Offer iOS Phone

In the view item screen, click Review Offers to go to Manage Best Offers. In the Received tab, you can Accept Offer, Make Counteroffer, or Decline Offer

Accept offer: click this tab to accept offers you have received

Make Counteroffer: click this tab to create a counteroffer to an offer you have received

Decline offer: click this tab to decline an offer

Sent tab: click here to see counteroffers

you have sent Complete tab: click here to see offers accepted or declined.

 iOS Tablet Seller flow is similar to iPhone above. See image for seller view.

Android Phone The Best Offers screen has three tabs.

Received<nbsp>tab - click here to: Accept Offer: click this tab to accept offers you have received Make Counteroffer: click this tab to create a counteroffer to an offer you have received Decline offer: click this tab to decline an offer Sent<nbsp>tab: click here to see counteroffers you have sent Complete<nbsp>tab: click here to see offers accepted or declined.

 </h2>