

## Requesting an independent Feedback review with NetNeutrals

Beginning April 1, 2024, this service will no longer be available. NetNeutrals' independent Feedback review is available for purchases of \$300 or more in all categories except eBay Motors > Cars & Trucks. All purchases are eligible for independent Feedback review in this category, regardless of the purchase price.

### Requirements for independent Feedback review

To be eligible for an independent review, the Feedback comment must meet these conditions:

- The listing appeared on eBay.com
- It was sold within the last 90 days
- The Feedback comment must have been left for you as a result of any purchase in eBay Motors > Cars & Trucks, or for a purchase of \$300 or more in all other categories
- This is first time you've requested a review for this Feedback comment
- We haven't

<http://www.ebay.com/help/selling/listings/creating-managing-listings/removed-listings?id=4656>

removed the listing

### Requesting a NetNeutrals Feedback review

Go to [NetNeutrals.com](http://www.netneutrals.com/) - opens in new window or tab.

Enter your user ID and the item number associated with the Feedback you want reviewed.

Select Continue.

Review the details and pay the fee. The NetNeutrals charge is non-refundable, regardless of the outcome.

NetNeutrals will then contact the member who left the Feedback and give them a chance to respond. Once NetNeutrals makes a decision, they will send an email to both the buyer and seller, and notify eBay.

Tip Even if you use the NetNeutrals independent Feedback review, all of our Feedback rules and policies still apply. See our articles [Viewing and responding to feedback from buyers](http://C:\help\policies\feedback-policies\feedback-policies?id=4208) and [Feedback](http://C:\help\policies\feedback-policies\feedback-policies?id=4208)

policies</a>.</h2 id="section3">After the review is complete</h2>If NetNeutrals determines that the Feedback should be removed, we remove both the Feedback rating and comment. Additional feedback can't be left for that transaction.As both members in the transaction have an opportunity to submit information to NetNeutrals before the case is closed and a decision is communicated, there is no appeal process.Please allow 2 weeks for the changes to occur on your Feedback Profile.</h2>