

GUIDE.SUMMARY What	
Buyers	
Sellers	
Not allowed	Buyers aren't allowed to:
<ul style="list-style-type: none"><li>Threaten to use feedback or detailed seller ratings (DSRs) in an attempt to get something that wasn't part of the original listing. For example, buyers can't threaten to leave negative feedback unless the seller pays for return shipping, when the seller's return policy in the listing didn't state free returns.</li></ul>	
	Sellers aren't allowed to:
<ul style="list-style-type: none"><li>Demand that buyers take actions related to feedback in order to receive their purchased items, such as requiring a buyer to leave positive feedback and high DSRs before they dispatch the order.</li><li>Offer refunds or other monetary compensation, or additional items or services that weren't part of the original listing, in exchange for buyers leaving specific feedback or revising negative or neutral feedback.</li></ul>	
Allowed (to resolve disputes)	<ul style="list-style-type: none"><li>Buyers can request goods or services stated in the original listing, if the seller has not delivered them. Such requests from the buyer are not considered extortion.</li></ul>
	<ul style="list-style-type: none"><li>If a buyer contacts a seller with a problem, the seller should make every effort to resolve the issue. Once the transaction is concluded, a seller may ask the buyer to leave positive Feedback or high detailed seller ratings, or request a revision of previous negative or neutral Feedback.</li></ul>
GUIDE.RELATED_LINKS	
Help pages	
<a href="https://www.ebay.com/help/policies/feedback-policies/feedback-extortion-policy?id=4230" target="_blank">Feedback extortion policy</a>	
CSKB articles	
<a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&amp;id=GUIDE1118">Seller</a>	

performance and feedback policy - Removal and appeal of defects, late shipment, and feedback

## GUIDE.TALKING\_POINTS

What is feedback extortion? Buyers and sellers can violate the feedback extortion policy when:

- A buyer threatens to use Feedback or detailed seller ratings (DSRs) in an attempt to force sellers into meeting their demands, like providing goods or services that weren't originally part of the listing, a full or partial refund, or a return.
- Sellers demand that buyers take actions related to Feedback in order to receive their purchased items, like requiring them to leave positive Feedback, prohibiting them from leaving low DSRs, or demanding they revise negative Feedback.
- Sellers offer full or partial refunds, other monetary compensation, or additional items or services that weren't part of the original listing in exchange for buyers leaving specific Feedback or revising negative or neutral Feedback.

Can buyers say they will hold sellers accountable via the Feedback system?

- Buyers can't use Feedback or DSRs as a tool to coerce sellers into action by demanding goods or services that were not part of the original transaction. This is considered extortion.
- Buyers may request information, such as, "If you're able to provide evidence that the shipment was insured and the cost of that insurance, I will happily change the feedback." Buyer is requesting proof of actual costs of shipping/insurance, so this would not be considered extortion.
- If a buyer doesn't explicitly threaten to use Feedback or DSR if the seller doesn't comply with their demands, is it Feedback extortion?
- Implicit statements like, "I want an upgrade on shipping, or else" are not Feedback extortion. The buyer must state that they will take actions related to Feedback if the seller doesn't comply with their demands.
- Declarative statements of intention or explanations of actions related to Feedback are not extortion. Examples of statements from buyers that aren't extortion are, "I don't like this item so I will leave you a negative," or "I left you 1 star in shipping time because the item took 3 weeks to arrive."

Can a seller make Feedback or DSRs a condition of issuing a full or partial refund or accepting a return?

- Sellers can't offer a full or partial refund in exchange for

favorable Feedback and/or DSRs from the buyer.</li> </li> Sellers can't state that accepting a return is dependent upon favorable Feedback and/or DSRs from the buyer. Sellers can't make Feedback a condition of a return or refund, either.</li> </ul> Can we provide the violating message&nbsp;as proof of the violation in the email back to the member? Internal Information </ul> </li> Yes. To give a more transparent experience for our members, we are able to provide&nbsp;a portion&nbsp;of the violating M2M message&nbsp;as external proof to our members.</li> </li> When providing this information, please&nbsp;only&nbsp;provide the sentence(s) that made the message&nbsp;in violation. Example: "...give me a refund or I will leave you a negative Feedback."</li> </li> If there is any vulgar or offensive language as part of the M2M message&nbsp;that was in violation, please mask it using asterisks (\*) or periods (.) in place of the vulgar language. Example: "...I am \*\*\*\*\* angry at you!"</li> </li> We always need to store the offending M2M communication in the MAC Note.</li> </ul>   Can outside of eBay emails be used as extortion? </ul> </li> No, due to the limitations of having access to personal email accounts and not being able to verify the authenticity of those emails, we cannot use them for investigation purposes for feedback extortion.</li> </ul> How do I report a member who is threatening negative feedback? See <a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1289&ViewLocale=en\_US#instructions">instructions for members</a>. Issue1169 For Issue1169 please see Talking Points and M2M Escalation Workflow in <a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1299" target="\_blank">Guide1299</a>.   </h2></h2>GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE Report feedback extortion <a name="instructions"></a>Report feedback extortion <ol> </li> Click on Help & Contact&nbsp;at the top of most eBay pages. </ul> </li> In the eBay App you can find the help on the bottom of the app: Open My eBay and then select Help.</li> </ul> </li> In the How can we help? section, type in Feedback Extortion, then press enter to

search.</li> </li>Click on the Feedback extortion policy link.</li> </li>Read the information about examples of Feedback extortion. After reading the information, if you feel that you need to report it, then follow the links to report the buyer or report the seller.</li> </ol>

Report feedback content   Internal Information </ul> </li>The Report Feedback Content flow and Appeal flow are not available on the .com, .com.au, .ch, or .co.uk sites.</li> </li>This flow is currently available on all EU sites.</li> </ul> Report feedback content </ol> </li>Go to the Feedback profile page.</li> </li>On the right-hand side of the page, select the question mark icon.</li> </li>Select Submit report under Report content.</ul> </li>You may be asked to Sign in or submit as a guest.</li> </ul> </li>Under What would you like to report? select the correct type of content, e.g. Feedback.</li> </li>Fill in the form, including the details of the feedback you are reporting, and the reason for reporting it </ul> </li>In this section you can also add freeform text and upload documents to support the report.</li> </ul> </li> </li>Select Submit.</li> </ol> Appeal eBays decision on the reported content </ol> </li>Go to the email sent by eBay with the decision on the reported content. </ul> </li>If the report was filed as a signed-in member, you'll find the email in Messages.</li> </li>If you filed the report as a guest, an email will have been sent to the email address used when submitting the report.</li> </ul> </li> </li>Select Start Appeal.</li> </li>Provide the information requested in the appeal flow.</li> </li>Provide justification for your appeal and add evidence to support your appeal when prompted.</li> </li>Select Submit appeal.</li> </ol>   </h2>