

Leaving feedback for sellers

Leaving feedback is a great way to rate your buying experience with a seller on eBay. Your feedback is important because it can help other buyers decide whether to buy from the seller.

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Are you a seller looking to leave feedback for a buyer? Read our article on <https://www.ebay.com/help/selling/leaving-feedback-buyers/leaving-feedback-buyers?id=4078>

leaving feedback for buyers

Every time you buy something on eBay, you can leave a positive, neutral, or negative feedback rating about your experience. You can also add a comment about your experience, include pictures, or rate specific aspects of the transaction — including whether the item arrived on time, the accuracy of the item description, shipping costs, and the seller's communication. "Verified purchase" will be displayed next to your feedback to let other buyers know that your feedback relates to a purchase completed on eBay. Tip! If you've had an issue with your order, we recommend contacting the seller before you leave negative feedback. Positive reviews and feedback help sellers do more business, so they're usually happy to work with you to resolve your issue. You'll find everything you need to know about leaving feedback in our guides below, including how to view and change your feedback if you need

to.

<https://www.ebay.com/help/buying/leaving-feedback-sellers/handling-feedback-disputes?id=4030>

Handling feedback disputes with sellers

If the seller doesn't believe the feedback you left was fair, they may ask you to revise your feedback. Find out how to respond if this happens.

<https://www.ebay.com/help/buying/leaving-feedback-sellers/viewing-changing-feedback?id=4031>

Viewing and changing feedback left for sellers

Find out how to view all the feedback you've left for sellers, as well as how to follow up, make changes, or add comments to

feedback

you've

already

left.

<https://www.ebay.com/help/policies/feedback-policies/feedback-policies?id=4208>&Feedback policiesWhile feedback is intended as an open forum, we have guidelines and policies in place to ensure it's used constructively and fairly.<h2>Frequently Asked Questions</h2>How do I leave feedback?After you make a purchase, we'll send you an email reminding you to leave feedback for your seller. You can also leave feedback through your [purchase history](https://www.ebay.com/myb/PurchaseHistory) - opens in new window or tab. If you haven't already, you'll see the option to leave feedback. You can then:Select an overall feedback rating - positive, neutral, or negativeRate aspects of the transaction - including whether the item arrived on time, the accuracy of the item description, shipping costs, and the seller's communicationWrite a comment about your experienceAdd up to 5 pictures of the item you purchasedYou can also view all the feedback you've left or received in your [Feedback profile](https://feedback.ebay.com/ws/eBayISAPI.dll?PersonalizedFeedbackLogin). From there you can also follow up and respond to feedback.
When can I leave feedback?You can leave feedback for up to 60 days from the date you received your item or from the [expected delivery date](https://www.ebay.com/help/shipping-delivery/estimated-delivery-dates/expected-delivery-dates-buyers?id=4025), 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.
Why should I leave feedback?By leaving feedback for a seller, you're telling them what you think and letting other buyers know about your experience. Your feedback combines with others' to build a rich base of knowledge to help to find the best sellers every time you shop.
How can I see a seller's feedback score?When you look at a listing, you'll

find the seller's positive feedback score listed as a percentage beneath their username. For example, if a seller has a score of 99.5%, it means that 99.5% of buyers that left feedback had an overall positive experience with that seller. Find out more about [Seller ratings](https://www.ebay.com/help/buying/resolving-issues-sellers/seller-ratings?id=4023). How are feedback scores calculated?After each transaction, members can leave a positive, negative, or neutral rating to describe their overall experience. We use these ratings to determine feedback scores. In most cases, members receive:

- +1 point for each positive rating
- No points for each neutral rating
- 1 point for each negative rating

How does feedback work if I buy multiple items from the same seller?You should leave feedback for each sale. As for your own feedback score, keep in mind that we calculate this differently depending on whether the sales occurred in the same week. For feedback purposes, we define a week as Monday through Sunday, Pacific Time. If the sales occurred in different weeks, each rating can affect a feedback score by 1 point. A positive rating raises a feedback score by 1 point. A negative rating lowers a seller's feedback score by 1 point. If the sales occurred in the same week we raise your feedback score by a total of 1 point, regardless of the number of positive ratings you received from the seller within the week. What happens if I leave negative feedback?Negative feedback becomes a permanent part of a seller's record, and can harm their reputation and their business. If possible, you should try to work with the seller to resolve any transaction issues before you leave negative feedback. If you do decide to leave negative feedback, make sure it's fair and factual, and relates specifically to the transaction. Sellers often respond to negative feedback and may get in touch with you to try to resolve the issue. Does eBay ever remove or change feedback?In some situations, we may remove or adjust feedback that has been left for sellers when they are not at fault. To learn more, visit our [Seller performance and feedback](https://www.ebay.com/help/policies/selling-policies/seller-performance-policy/seller-performance-defect-removal-policy?id=4352#section2)

policy.Additionally, if we suspend a member, we'll remove any neutral or negative feedback they left for others. We'll also remove feedback from a buyer if they fail to pay for an item or violate our policies and guidelines. Can anyone leave feedback?You need to have an eBay account to be able to leave feedback after you've purchased an item. If you checked out as a guest, you won't be able to leave feedback about your experience. </h2>

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