

## Seller Help

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This feature is available to all sellers who have listed or sold an item within the past 120

days.

### Requesting assistance

In the Request assistance section,

you can submit a request to remove negative or neutral feedback, or a defect on your account. You

can also report an issue with a buyer.

[Go to Request assistance](https://www.ebay.com/sellerhelp) - opens in new window or tab

To learn more, see our support pages on

[defects](https://www.ebay.com/sellerhelp/defect) - opens in new window or tab,

[feedback](https://www.ebay.com/sellerhelp/feedback) - opens in new

window or tab, [report a buyer](https://www.ebay.com/sellerhelp/rab) - opens in new window or tab.

### Returns & refunds

You can accept return requests, handle item not received cases, and issue

refunds to your buyers.

[Go to Returns & refunds](https://www.ebay.com/sellerhelp/return-refund) - opens in new window or tab

You can read more about handling eBay Money Back Guarantee cases on our

[Managing returns and refunds](https://www.ebay.com/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079) page.

### Request status

Keep up to date with your outstanding requests.

[Go to Request status](https://www.ebay.com/sellerhelp/requests) - opens in new window or tab

### Policies

See all of your recent policy notifications and get the help you'll need to resolve them.

[Go to Policies](https://www.ebay.com/sellerhelp/policy) - opens in new

window or tab&lt;/a&gt;TipIf you haven&#39;t listed or sold anything within the past 120 days, you may be directed to our Help Hub home page instead of Seller Help.&lt;/h2 id="section5"&gt;Frequently Asked Questions&lt;/h2&gt;Can I use Seller Help on my mobile device?Yes, Seller Help is available on mobile through the eBay app.&lt;ul&gt;&lt;li&gt;On an iOS device, go to My eBay, select Help, then tap Try it now&nbsp;on the Seller Help banner&lt;/li&gt;&lt;li&gt;On an Android device, select Help from the menu, then tap Try it now&nbsp;on&nbsp;the Seller Help banner&lt;/li&gt;&lt;li&gt;On mobile devices, you can also enter &lt;a href="https://www.ebay.com/sellerhelp" target="\_blank"&gt;ebay.com/sellerhelp - opens in new window or tab&lt;/a&gt; into your browser, or go to Help & Contact, then tap Try it now on the Seller Help banner&lt;/li&gt;&lt;/ul&gt;TipIf you need&nbsp;it, you can &lt;a href="https://www.ebay.com/help/buying/getting-started-ebay/using-ebay-app?id=4032"&gt;download the eBay mobile app for free&lt;/a&gt;.&nbsp;Can I continue to use Seller Hub or My eBay?Yes. Seller Help is just a way to manage all your after-sales issues in one convenient location. You can still use Seller Hub or&nbsp;My eBay&nbsp;as before.&nbsp;What features will you be adding to Seller Help in the future?Soon, we&#39;ll be adding functionality to help sellers manage unpaid items, canceled orders, vacation settings, chargebacks, and more.If you run into any issues with Seller Help or have suggestions to improve it, please let us know. Just &lt;a href="https://connect.ebay.com/srv/survey/a/selfservice.sellerhelp" target="\_blank"&gt;share your input in our survey - opens in new window or tab&lt;/a&gt; or visit us on our &lt;a href="https://community.ebay.com/t5/Seller-Help/bd-p/SellerHelp" target="\_blank"&gt;Community board - opens in new window or tab&lt;/a&gt;.&nbsp;&lt;/h2&gt;&lt;/h2&gt;seller help,sellerhelp,seller help faq,sellerhelp faq&lt;/h2&gt;