

Appeal a defect

If a defect on your account is eligible to be removed, we'll automatically remove it within 72 hours. If the defect isn't removed automatically, you may be able to appeal, depending on the circumstances.

If you receive a defect due to any of the circumstances stated in our [Seller performance and feedback policy](https://www.ebay.com/help/policies/selling-policies/seller-performance-policy/seller-performance-defect-removal-policy?id=4352), we'll automatically remove it within 72 hours.

Are you looking to appeal the outcome of a return or item not received case? Read our [article on appealing the outcome of a case as a seller](https://www.ebay.com/help/selling/managing-returns-refunds/appeal-ebays-decision-return-missing-item-sellers?id=4369)

Automatic defect removal

You can find the full list of circumstances that result in automatic removal of a defect in our [Seller performance and feedback policy](https://www.ebay.com/help/policies/selling-policies/seller-performance-policy/seller-performance-defect-removal-policy?id=4352).

In these circumstances, the defect will be removed from your account within 72 hours, so you won't need to contact us. To learn how sellers are protected on eBay, read our [Seller protection policy](https://www.ebay.com/help/policies/selling-policies/seller-protection-policy?id=4345).

Tip The [transaction defect report](https://www.sps.ebay.com/sd/reports/defect) - opens in new window or tab provides details on any defects you may have.

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If the defect you received can't be removed automatically, you can appeal it if any of the following circumstances apply:

- The buyer opened the request by mistake
- Tracking was uploaded and shows that the acceptance scan is within your

handling time

- Tracking was uploaded and shows that the item was delivered to the buyer's address within the stated estimated delivery date. If the order's total cost (total of item(s), shipping and tax) is \$750 or more, signature confirmation is required
- An item sent through our Global Shipping Program, [eBay International Shipping](https://www.ebay.com/help/selling/shipping-items/setting-shipping-options/ebay-international-shipping-program?id=5348), or WINIT arrived on time to the processing center but was delayed in international shipping, or the buyer never received it
- The transaction was canceled by eBay, the Global Shipping Program or eBay International Shipping.
- You have proof that a returned item was delivered to the wrong address

Tip Visit [Seller Help](/sellerhelp/defect) - opens in new window or tab to manage any defects or improper feedback you received for items you've sold.

defect rate, defect removal, remove defect, appeal defect, defect report, transaction defect report, automatic defect removal, avoid defect