

Invalid and dead email addresses policy

It is the responsibility of every member to ensure their email account is valid, working, and accepting emails.

Frequently Asked Questions

What happens if email is getting caught in spam filters?

If a spam filter prevents emails from eBay or its members from reaching an email account, the account is considered to have an invalid email address. Please work with your email provider to adjust your spam filters.

What should I do if I get an error message when contacting another eBay member?

If you get an error message after trying to contact another eBay member by email, please report it to us by [contacting us](#).

Read our full policy

Invalid and dead email addresses policy overview

A member's account must always have a valid, working email address so that they can be contacted by other eBay members and by eBay. If a spam filter prevents messages from eBay or its members from reaching an account, the account is considered to have an invalid email address. Members need to take steps to ensure their account is valid and working.

Activity on eBay is required to follow this policy, the eBay User Agreement, and all applicable laws, as well as respect the rights of third parties. If it doesn't, eBay may take action consistent with applicable laws and the eBay User Agreement, and may even be legally required to do so. Such actions may include, as an example only: Removing the listing or other content, issuing a warning, restricting activity or account suspension.

Additional information

Members who get an error message when they send a message to another member's email address are most likely contacting an invalid or non-working address. Members can report this by selecting Help & Contact at the top of this page and including the error message in their report.

Why does eBay have this policy?

eBay's success is dependent on

open communication between members as well as between eBay and its members.

Members' valid, working email addresses are essential to that communication.</h2>