

## Report an issue with a buyer

If you're having a problem with a buyer because they're not following our rules, let us know and we'll look into it.

You should only report a buyer if you think they're violating our policies. If there's a problem with an item you sold, use our resolution processes &ndash; you can [ask us to step in](https://www.ebay.com/help/selling/managing-returns-refunds/asking-ebay-step-help-sellers?id=4702) if you need to.

You don't need to report issues related to specific orders. Instead, read our articles on:

- [Resolving unpaid items with buyers](https://www.ebay.com/help/selling/getting-paid/resolving-unpaid-items-buyers?id=4137)
- [Managing returns, missing items, and refunds](https://www.ebay.com/help/selling/managing-returns-refunds/manage-returns-missing-items-refunds-sellers?id=4079)

- [Disputing feedback you received](https://www.ebay.com/help/selling/leaving-feedback-buyers/disputing-feedback-received?id=4102)

## When to report a buyer

You should only report a buyer if you think they're violating our policies. Here are a few examples of when to report a buyer:

- The buyer is demanding something that wasn't offered in the original listing
- You believe the buyer is making a false claim
- You believe the buyer is misusing the [eBay Money Back Guarantee](https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guarantee-policy?id=4210) or the returns system
- They've asked you to

- [Offers to buy or sell outside of eBay](https://www.ebay.com/help/policies/payment-policies/offers-buy-sell-outside-ebay-policy?id=4)

272">complete a sale off eBay</a></li></li>They're <a href="https://www.ebay.com/help/policies/rules-policies-buyers/invalid-bid-retraction-policy?id=4227" >abusing the bid retraction process</a>,, repeatedly bidding and then retracting bids</li></li>They're messaging you more than what would be considered normal, with no intention of buying the item</li></ul><h2 id="section2">How to report a buyer</h2>You can report a buyer to us by selecting the button below:<a href="https://spd.ebay.com/RBASellerHub" target="\_blank">Report a buyer - opens in new window or tab</a>TipYou can also report a buyer from your <a href="http://my.ebay.com/ws/eBayISAPI.dll?MyEbayBeta&CurrentPage=MyeBayNextSold" target="\_blank">Sold items list - opens in new window or tab</a>. Choose Leave feedback from the dropdown menu next to the item, and then select Report buyer.We take all reports seriously, but please make sure your claims are accurate. Learn more about <a href="https://www.ebay.com/help/policies/false-reports-policy-violations/false-reports-policy-violations?id=4216">>false reporting of policy violations</a>. </h2><h2>block eBay user,eBay report buyer,how to block an eBay user,report member</h2>