

Get help with an item that hasn't arrived

If the estimated delivery date for your order has passed and your item hasn't arrived, you can let the seller know by reporting that you didn't receive it.

If you haven't received your item, let the seller know within 30 calendar days of the estimated delivery date.

Are you a seller looking to help a buyer with an item that hasn't arrived? Read our article on

<https://www.ebay.com/help/selling/managing-returns-refunds/helping-buyers-items-not-received?id=4116> responding to an item not received case

First check the delivery information, and if the expected delivery date has passed, let the seller know that it hasn't arrived. If the seller doesn't respond or if they can't resolve the problem, you may be eligible for

<https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guarantee-policy?id=4210> eBay Money Back Guarantee.

Check your item's delivery information. Your item may still be in transit. Find the item in your Purchases to see the expected delivery date, the address it's being shipped to, and the latest tracking updates.

<https://www.ebay.com/myb/PurchaseHistory#PurchaseHistoryOrdersContainer?>

Check delivery information - opens in new window or tab

What to do if you provided an incorrect shipping address If the shipping address you provided during checkout is incorrect, select Contact the seller on the order page and see if they'll

<https://www.ebay.com/help/buying/cancelling-order/cancelling-order?id=4004> cancel the order. They can then relist the item and you can buy it again with the correct address. If the seller has already shipped the item, they won't be able to cancel the order. If possible, we recommend trying to collect your package from the original address. Tip If the tracking for your item

shows that it's been delivered, check with a neighbor in case you weren't home when the package arrived and they took delivery of it for you.

## Report that your item hasn't arrived

You have up to 30 calendar days after the estimated delivery date has passed to report that an item hasn't arrived. The seller should respond within 3 business days to provide a delivery update, offer a replacement, or give you a refund. If you're getting a refund, it will go back to your original payment method. Refunds are typically available within 3-5 business days.

[Report an item you didn't receive](https://www.ebay.com/help/action?topicid=4042)

How to report an item that hasn't arrived through My eBay

- Go to your [Purchases](https://www.ebay.com/myb/PurchaseHistory) - opens in new window or tab and find the item.
- Select More actions beside the item and then I didn't receive it.
- Check the box beside I'd like a refund or I'd still like the item.
- Enter any additional information.
- Select Send request.

What to do if you've only received some of the items you've purchased

If you bought multiple items from the same seller, but something was missing when your order arrived, you can use the button above to report that you didn't receive an item. For sets and bundled items, if something's missing, you need to [open a return request](https://www.ebay.com/help/buying/returns-refunds/return-item-refund?id=4041) instead. For example, if you bought a set of six paintbrushes but only received four, you can return the set for a full refund or the seller may offer to let you keep the ones you received and give you a partial refund.

## Ask eBay to step in and help

If the seller hasn't responded, or hasn't provided a resolution after 3 business days, you can ask us to step in. You have up to 21 business days from when you opened the original request. Learn more about [asking eBay to step in and help](https://www.ebay.com/help/buying/default/ask-ebay-to-step-in?id=4701).

## If your order arrives after you've reported

it&lt;/h2&gt;If your item arrives, you can close your request. This lets the seller know that the issue is resolved.If there&#39;s a problem with the item or you want to return it, you&#39;ll need to close your item not received request, and &lt;a href="https://www.ebay.com/help/buying/returns-refunds/return-item-refund?id=4041"&gt;open a return request&lt;/a&gt; instead.If you had already received a refund, get in touch with the seller about what to do next. For example, you could:&lt;ul&gt;&lt;li&gt;Send the item back and keep the refund&lt;/li&gt;&lt;li&gt;Keep the item and arrange to reimburse the seller&lt;/li&gt;&lt;/ul&gt;How to close your request&lt;ol&gt;&lt;li&gt;Go to your &lt;a href="https://www.ebay.com/myb/PurchaseHistory" target="\_blank"&gt;Purchases - opens in new window or tab&lt;/a&gt; and find the item.&lt;/li&gt;&lt;li&gt;Select See request details and then Close your request.&lt;/li&gt;&lt;li&gt;Select your reason for closing the request from the dropdown, and add details if you want to.&lt;/li&gt;&lt;li&gt;Select Close request.&lt;/li&gt;&lt;/ol&gt;If you had already asked eBay to step in, you&#39;ll see &#39;case&#39; rather than &#39;request&#39;. You can still close it if things are resolved.You won&#39;t be able to re-open the request or case once it&#39;s closed.&lt;/h2&gt;

&lt;h2&gt;my order hasn't arrived,my order has not arrived,my item hasn't arrived,package hasn't arrived,package has not arrived,eBay item not received,eBay items not received,I haven't received my item,lost in post eBay,lost during shipping,lost in the mail,lost in transit,lost item,missing shipment,eBay delivery not received,open claim,open case,open request,purchase not received,only received some of the items,items missing,where is my item,where is my order,where is my purchase,report missing item,report items not arrived,eBay Money Back Guarantee,eBay Money Back Guarantee refunds,&lt;/h2&gt;