

Account restrictions - selling, buying - indefinite, temporary

<h2>GUIDE.DETAILED\_INFORMATION  Restrictions have various ways of being identified. Please check restrictions in

the following order to ensure the correct restriction is identified: <ol> <li>Check MAC: This should have the most thorough information, explaining all the necessary details in one

view.</li> <li>Check members email: Ideally, all account restrictions send an email to the member. Checking this email should also contain all the answers necessary.</li>

<li>Check Issues: Most account restrictions have an issue assigned to them. By checking the issue, you can determine more information about the restriction. Search the <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1469">Trust and Safety Issues Directory</a> by issue to see if there is a related article with more information.

Most restrictions by the same department have the same talking points. Look up the issue impacting the member for an explanation.</li> </ol> <h2><h2>GUIDE.SUMMARY What

<ul> <li>Many members may be restricted at times to help maintain a fair and safe marketplace for both buyers and sellers on eBay.</li> <li>While there are many different

types of restrictions, the questions members ask are usually all the same: <ul> <li>Why am I restricted? (Summary of policy explaining why they are restricted.)</li> <li>What am I

restricted from doing?</li> <li>How long am I restricted for?</li> <li>Can I appeal this restriction?</li> </ul> <li>How

<ul> <li>In most cases, an email is sent to the member regarding the restriction. Reading or having the member read this message should be the first step unless they had done so prior to contacting eBay.</li>

<li>Please note that many members feel they are restricted when in fact they are instead hitting a limit, or are suspended. Please determine this fact to ensure the proper workflow is used.</li>

</ul> This article covers 

g.jpg" width="35"> This article addresses the questions that members ask most often about account restrictions. If you need more information about the issue or policy related to a restriction (beyond what is in this article), then use the [Trust and Safety Issues Directory](https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1469), which will also contain a link to any related articles.

## GUIDE.RELATED\_LINKS

Related articles

[Trust and Safety Issues Directory](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1469)

## GUIDE.TALKING\_POINTS

Generally, the answers to these questions will be from among the choices below:

Reasons for restriction

- Generally, we had concerns with your activity on the site. An email was sent regarding the restriction that helps explain it. I'd be happy to go into detail with you on the type of restriction.
- Type of restriction
- Buying restriction
- Selling restriction: This means that the member will not be able to list new items or revise any current listings. The member can buy, communicate with buyers, print shipping labels, and sell any items that were listed prior to the restriction.
- Buy/Sell restriction

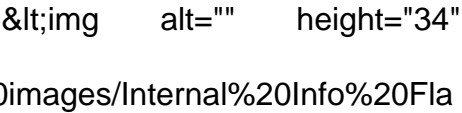
Length of restriction

- Indefinite restrictions: Few can be appealed, and there is no defined period of time in which an appeal would be considered.
- Temporary restrictions: Automatically resolve.
- Need more info restrictions: Resolved once information is provided.

Are restrictions appealable?

- If more information is needed, yes.
- If there was an error.
- If the specific restriction has a specified appeal workflow.
- No.

### Account restriction issues

g.jpg" width="35"> Most restrictions have issues attached for easy identification. You can look up the issue impacting the member in the

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1469>>Trust &  
Safety Issues Directory</a>&nbsp;to find more detailed&nbsp;information about and links to the  
policies.&nbsp;