

## z\_Using the Resolution Center as a buyer

<h2><p>

If you have a problem with an item you bought on eBay, you can use the Resolution Center to report it to the seller and resolve your issue.

</p>

</h2>

<h2><h3>If you didn't receive your item, or if it doesn't match the description in the original listing, you can let the seller know there's an issue by opening a request in the <a href="http://resolutioncenter.ebay.com" target="\_blank">Resolution Center<span class="g-hdn"> - opens in new window or tab</span></a>.</h3>

</h2>

<h2>If you have an issue with an item you bought, take a look at our article on <a

href="https://www.ebay.com/help/buying/returns-refunds/returns-missing-items-refunds-buyers?id=4008">returns, missing items, and refunds</a>The Resolution Center is the central place to

manage any issues you have with an order. You can report problems to your seller and you'll find all the messages you've exchanged with the seller to resolve the issue in the Resolution Center.<h2 id="section1">How to open a request in the Resolution Center</h2>If you

didn't receive your item, or if it doesn't match the description in the original listing, you can let the seller know by opening a request in the Resolution Center.Here's how to open a request:<ol><li>Go to the <a href="http://resolutioncenter.ebay.com" target="\_blank">Resolution Center - opens in new window or

tab</a>.</li><li>Select the issue you need to report under Resolve a problem, or select My problem is not listed here.</li><li>Select Continue.</li><li>Select the order you're having a problem with.</li></ol>We'll let the seller know there's a problem and you can keep an eye on the progress of your request in the Resolution

Center.<h2 id="section2">How to close your request</h2>If the seller offers a solution you're satisfied with, you can close your request. Keep in mind that once a request is closed, it can't be reopened.Here's how to close your request:<ol><li>Find your request in the <a href="http://resolutioncenter.ebay.com" target="\_blank">Resolution Center - opens in new window or tab</a>.</li><li>Select Take action.</li><li>Select Close this request.</li></ol>If you're not satisfied with the seller's response, or if the seller doesn't respond within 3 business days, you can ask us to step in and help within 21 business days of opening the request.TipBefore reporting an issue to us, you should <a href="https://www.ebay.com/help/buying/resolving-issues-sellers/contacting-seller?id=4021">contact the seller</a> first and see if you can work things out.<h2 id="section3">Ask eBay for help</h2>If you've tried to work things out with the seller but they haven't responded or resolved your issue, you can report it to us. Here's how:<ol><li>Go to the <a href="http://resolutioncenter.ebay.com" target="\_blank">Resolution Center - opens in new window or tab</a>.</li><li>Find your request under Your requests and cases.</li><li>Select See details.</li><li>Select Ask eBay to step in.</li></ol>We'll walk you through the next steps and let you know what to expect. You can track the progress of your case in the Resolution Center.</h2><h2>Resolution Center,Resolution Centre,Open claim,Open case</h2>