

Avoiding seller fraud

Keeping our members safe is a top priority for us, so we have zero tolerance for fraud on eBay. If you spot something suspicious, let us know.

Always be careful if a seller asks for your personal contact details, such as an email address or phone number.

For information about gift card fraud, see our article on [protecting yourself against gift card scams](https://www.ebay.com/help/buying/paying-items/protecting-gift-card-scams?id=5156)

Seller fraud is any attempt by sellers to misrepresent themselves, or the products they're selling.

Signs of seller fraud

Here are some warning signs to look out for:

- Short duration listings:

Fraudulent sellers often want to close a deal quickly. The longer their listing is on eBay, the greater their chances of being caught, so be cautious when you see one-day listings. However, there are valid exceptions to this, such as tickets to an event happening soon

- Heavily discounted or sold-out items: Be wary if a seller has lots of high-value items at suspiciously low prices, or a stock of hard-to-find goods that are sold out everywhere else. If a deal seems too good to be true, it probably is

- Off-eBay contact or payment: eBay Messages is the safest way to contact other members. Always be careful if a seller asks for your personal contact details, such as an email address or phone number. They may be trying to get you to complete a purchase off eBay, for example by paying cash or transferring money to an overseas account. This is against

our policy, and your purchase wouldn't be covered by

[eBay Money Back Guarantee](https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guarantee-policy?id=4210)

- Unsafe payment

methods: We don't allow some payment methods on eBay, because the payment can't be traced or recovered if there's a problem. This may include a request for wire transfers to overseas accounts, the purchase of prepaid cards, or cryptocurrency. You shouldn't go ahead with a transaction if a seller asks you to pay using a method that's not included in our

[Accepted payments policy](https://www.ebay.com/help/policies/payment-policies/accepted-payments-policy?id=4269)

Tip Be wary if you see a listing from an account that was previously only used for buying, but is now selling a large number of high-value items.

How to report a seller you suspect is fraudulent

If you think you're dealing with a fraudulent seller, report it to us as soon as possible.

[Report an issue](https://www.ebay.com/help/buying/resolving-issues-sellers/reporting-item-issue-seller?id=4022)

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