

## Resolving issues with sellers

If you're having an issue with an eBay seller, try contacting them directly to resolve your problem. If you can't work things out, we're always here to step in and help.

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If something has gone wrong with your purchase, for example your item hasn't arrived, or you need to return it, take a look at our article on [returns, items not received, and refunds](https://www.ebay.com/help/buying/returns-refunds/returns-missing-items-refunds-buyers?id=4008). Usually your purchases on eBay will go smoothly, but occasionally a problem might come up with your order, or your seller. Our list of articles below will help with any issues you might run into. [Contacting a seller](https://www.ebay.com/help/buying/resolving-issues-sellers/contacting-seller?id=4021). If you've had an issue with an order, talking with the seller is usually a good way to resolve it. [Handling feedback disputes with sellers](https://www.ebay.com/help/buying/leaving-feedback-sellers/handling-feedback-disputes-sellers?id=4030). Find out how to respond if a seller asks you to revise your feedback. [Reporting an item or issue with a seller](https://www.ebay.com/help/buying/resolving-issues-sellers/reporting-item-issue-seller?id=4022). If you think that a seller is violating one of our policies, you can let us know and we'll look into it. [Avoiding seller fraud](https://www.ebay.com/help/buying/resolving-issues-sellers/avoiding-seller-fraud?id=4024). Any attempt by a seller to misrepresent themselves or the products they're selling is seller fraud. Find out the warning signs and how to let us know if you've spotted something suspicious.

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