

Appeal eBay's decision about a return or missing item for sellers

If you don't agree with our decision after we've stepped in to help resolve an issue between you and your buyer, you can appeal by contacting us and providing new information within 30 days of the case being closed.

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Whenever we're asked to step in and help with an issue, we do our best to come to the fairest decision. Sometimes, though, you might not agree with our decision, especially if there's additional information you can provide for consideration. When you make an appeal, we'll review the case and any new information you provide and come back to you with a final decision. We'll normally get back to you within 48 hours, though occasionally it can take a little longer. Tip If you've received feedback from a buyer that you don't think is accurate or fair, take a look at our article about [disputing feedback](https://www.ebay.com/help/selling/leaving-feedback-buyers/disputing-feedback-received?id=4102). Information you'll need when appealing You'll need to provide new, additional information to back up your appeal. This can include things like:

- Tracking details showing the buyer received the item (if the item sold for more than \$750, signature confirmation is required)
- Proof that a returned item was delivered to the wrong address or lost in the mail
- Documents showing the item matches the listing description
- Proof the buyer received a refund before the case was closed

For more information on how eBay protects sellers, read our [eBay Money Back Guarantee policy](https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guarantee-policy?id=4210). Tip You can appeal a decision at any time by contacting us within 30 days of the case being closed.

resolution centre, appeal a case, ask to step in, cancel case, Case, cases, claims, close a

case,close case,dispute,disputes,escalate a case,escalate case,open a case,open cases,opening a case,report a problem</h2>