

INV - Feedback manipulation policy

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Report Feedback Content

- Go to the Feedback profile page.
- On the right-hand side of the page, select the question mark icon.
- Select Submit report under Report content.
- You may be asked to Sign in or submit as guest.
- Under What would you like to report? select the correct type of content, e.g. Feedback.
- Fill in the form, including the details of the feedback you are reporting, and the reason for reporting it
- In this section you can also add freeform text and upload documents to support the report.
- Select Submit.

Appeal eBays decision on the reported content

- Go to the email send by eBay with the decision on the reported content.
- If the report was filed as a signed-in member, you'll find the email in Messages.
- If you filed the report as a guest, an email will have been sent to the email address used when submitting the report.
- Select Start Appeal.
- Provide the information requested in the appeal flow.
- Provide justification for your appeal and add evidence to support your appeal when prompted.
- Select Submit appeal.

GUIDE.SUMMARY What is the policy? Any attempt to manipulate feedback or

[Detailed Seller Ratings \(DSRs\)](https://cskb-author.vip.ebay.com/help/buying/resolving-issues-sellers/seller-ratings?id=4023) is not allowed. This includes:

- Offering to buy, sell, trade, or give away feedback
- Registering multiple accounts or working with others to exchange feedback with the purpose of artificially increasing a feedback score
- Referencing eBay feedback in a listing title or description
- Conducting transactions with the purpose of increasing a feedback score, or to obtain Top Rated Seller status or site privileges
- Manipulating another member's feedback through repeat purchases, or a pattern of leaving positive feedback with consistently low

DSRs

- Buying or selling eBay user accounts

Why does eBay have this policy? This policy helps protect the integrity of the eBay feedback system, and builds trust between buyers and sellers.

GUIDE.TALKING_POINTS

What is a Feedback Manipulation violation?

- You are not allowed to:
- Exchange feedback for the sole purpose of increasing your feedback score to obtain site privileges or enhance your reputation. This most frequently occurs when a person purchases low priced, non-physical items, but may include other types of transactions as well.
- You can:
- Exchange Feedback on low-priced items when genuinely trading that item - For example, a seller who routinely sells post cards and trading cards is not likely to receive scrutiny for Feedback Manipulation. By contrast, a seller who typically sells high-value electronics and receives multiple feedbacks for selling paper clips may be investigated by eBay for Feedback Manipulation.
- State that you will leave feedback upon receipt of feedback.

What is Feedback Solicitation?

- You're not allowed to:
- Offer to buy, sell or barter feedback in an email (i.e., ask seller a question or contact eBay member) or in the item description.
- Send an email to a member offering to pay them for their user name.

- You can:
- Send an email to a member requesting Feedback to be left for a legitimate transaction.

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