

eBay Concierge

Buyers and sellers with the highest value and volume of eBay transactions are invited to join the program. eBay Concierge is a free service, but if you'd rather stay with our standard customer service, simply [contact us](#contactWay) to opt out at any time.

How eBay Concierge works

You'll receive a welcome email when you're invited to join Concierge, with information on how to access the service. When you need a representative, you can get in touch by phone, email, or requesting a callback. Your representative will take care of your issue immediately and handle it from start to finish.

Benefits of eBay Concierge

eBay Concierge gives members access to dedicated, specialized experts within our customer service organization, with minimal wait times.

Benefits of eBay Concierge for buyers:

- We take care of return shipping for the first five items you return per quarter. Just let us know when you need a return label credit.
- If you need help ensuring you get your purchase on time, we do whatever we can to facilitate.

Benefits of eBay Concierge for sellers:

- Personalized service covering everything from resolving issues with a buyer to evaluating your sales data to help your business grow.
- Having 48 hours to respond to any changes we need you to make to a listing, so your listings aren't ever removed.
- Getting support to keep your sales status above standard.