

Abusive buyer policy

Buyers may not misuse feedback, returns, buyer protection programs, or payment dispute processes. Our full policy below outlines eBay's expectations for buyer behavior.

Frequently Asked Questions

How do I report abusive behavior?

You can report a buyer to us by selecting the button below:

[Report a buyer](https://spd.ebay.com/RBASellerHub) - opens in new window or tab

What should I do if I think a buyer is making an unreasonable demand?

You're not required to agree to any extras or changes from the terms of your listing. If a buyer is making demands that are not a part of your original listing, you will be protected from negative feedback and defects when you either deliver the item purchased by the buyer according to the original terms of your listing, or cancel the transaction.

To help us identify buyers who are engaging in unacceptable buying behaviors, please [report the abusive behavior](https://spd.ebay.com/RBASellerHub) - opens in new window or tab.

We encourage you to communicate politely and professionally with the buyer.

What is a payment dispute?

A payment dispute occurs when a buyer initiates a chargeback for a purchase transaction with their credit card issuer or payment service provider.

For more information, see [how to handle payment disputes as a managed payments seller](https://www.ebay.com/help/selling/getting-paid/handling-payment-disputes-managed-payment-s-seller?id=4799).

Read our full policy

Abusive buyer policy overview

This policy outlines our expectations for buyer behavior. When buyers don't meet these standards, sellers can [report abusive behavior](https://spd.ebay.com/RBASellerHub) - opens in new window or tab.

Engaging in activity as described in this policy may result in a range of actions, including the loss of eBay Money Back Guarantee coverage, issuing warnings to buyers, blocking buyers from requesting returns or refunds on eBay, blocking buyers from opening claims, and account suspension. When we review a

report of a member violating our policies, we look at the circumstances, including the members' history. We make decisions based on the evidence in the individual situation, as well as by evaluating patterns of behavior that create a negative value in the marketplace. If we aren't sure about something, we may not take any action. Also, because we respect our members' <a

href="https://www.ebay.com/help/policies/member-behaviour-policies/user-privacy-notice?id=4260"

>privacy;, we can't discuss the results of any investigations.</h2

id="section2">Behaviors we don't allow</h2><h3>Don't demand something

not offered in the original listing</h3> Not

allowedRequesting a shipping service not offered by the

sellerRequesting the seller ship to an address other than what you included in

checkoutRequesting to use a payment method not offered during

checkoutRequesting the seller hold your item so you can pay

laterRequesting a partial refund without returning the itemRequest

additional items or services not included in the original listing or asking for a

discountFinding an item on eBay and taking the sale off

eBay

AllowedSelect one of the shipping services offered by the seller when you

checkoutUpdating your address in your eBay account before you

checkoutPay for your item through a payment option offered at

checkoutPay for your item within two daysReturning an item in

accordance with the seller's returns policyPurchase items according to the

terms included in the original listingFinding an item on eBay and completing the

sale on eBay <h3>Don't make false claims</h3> Not allowedClaiming an item was not received when there is proof of delivery to the address on the Order details pageFalsely claiming an item was not as described AllowedClaiming an item was not received when it has not been delivered by the latest estimated delivery dateClaiming an item was not as described when the item you received did not match the description in the original listing <h3>Don't misuse returns</h3> Not allowedReturning an item other than the original item receivedUsing or damaging an item and then returning itReturning an item with the reason that it was not as described when it was described accurately AllowedReturning the original item that was received in its original conditionReturning an item with the reason that it was not as described when it was described inaccurately <h3>Don't misuse eBay messaging or bidding</h3> Not allowedSending messages to force or intimidate the other member into something outside of the original agreementBidding on and winning an auction, but failing to pay for the item You can only retract a bid under exceptional circumstancesUsing messages to ask questions to clarify listing descriptions or

terms <h3>Don't abuse eBay's buyer protection programs or your payment service provider's dispute processes</h3>Opening duplicate requests using other buyer protection programsHarassing sellers about an item not received before the latest estimated

delivery date has passedOpening an eBay Money Back Guarantee request or other buyer protection case:When you have already received a refund from the

sellerWhen you haven't paid for an itemAs retaliation against a seller following a previous disputeInitiating a payment

dispute when you have already received a refund for the item from the seller, or a reimbursement for the transaction from your payment service providerFiling duplicate or excessive

payment disputes Opening an eBay Money Back Guarantee case, or opening a case with another buyer protection program after the item you received didn't match the description in

the listingOpening an eBay Money Back Guarantee case, or opening a case with another buyer protection program when you didn't receive the item and you haven't been

able to resolve the issue with the seller <h3>Pay for items you win or commit to buy</h3>Buyers must pay for the items they win or buy on eBay within 4 calendar

days of committing to buy. A seller can cancel your order if you do not pay within 4 calendar days of winning an auction or buying using Buy It Now.Buyers who have excessive unpaid items or

canceled orders may have limits imposed on their account, or lose their buying privileges. <h2 id="section3">Additional information</h2>Acceptable buying

practices include adherence to the following policies.Communications: Your communications with sellers via email, My eBay Messages or Community discussion boards should comply with our member-to-member contact policy.Customs declarations: Asking a seller to falsely declare an item as a gift on a customs form is considered to be encouraging illegal activity.Unwelcome and malicious buying: We consider bidding on or buying an item when you have no intention of completing the transaction, or circumventing a seller's buyer requirements, to be unwelcome and malicious buying.Contact information: All eBay members must keep their account details up to date. We take action when we know that a member has false or missing contact information.Using multiple accounts: Registering new accounts or using other existing accounts to avoid buying restrictions or limits or other policy consequences is not allowed. See our Multiple accounts policy for more information.Activity on eBay is required to follow this policy, the eBay User Agreement and all applicable laws, as well as respect the rights of third parties. If it doesn't, eBay may take action consistent with applicable laws and the eBay U

ser Agreement, and may even be legally required to do so. Such actions may include, as an example only: Removing the listing or other content, issuing a warning, restricting activity or account suspension.</h2 id="section4">Why does eBay have this policy?</h2>We want to make sure eBay is a safe place to sell. In order to make eBay a safe place to sell, we hold our buyers to certain standards. When buyers do not follow these standards we take action on our buyers and we protect our sellers.</h2>