

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

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

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Information you need when appealing

If you want to appeal the decision on a case, you need to provide new, additional information to back up your appeal.

This can include the following:

- Photos showing that the item doesn't match the listing description
- Tracking details showing that the seller received the item you returned (if you bought the item for more than \$750, signature confirmation is required)
- Proof that your item was delivered to the wrong address
- A copy of a police report, if applicable

For more information on how eBay protects buyers, 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 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 usually get back to you within 48 hours, though occasionally it can take a little longer.

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