

Buying limits - open transaction, unpaid cancellations, verification, high amounts, requirements

<h2>GUIDE.SUMMARY What We use buying limits to: Encourage legitimate purchases Minimize buyers ability to make purchases and not complete payment Minimize buyers ability to violate our policies There are 2 main types of buying limits: eBay-initiatedeBay limits the number of bids or Buy It Now purchases a buyer can make. Seller-initiatedSellers can exclude buyers from bidding on their listings based on username or account characteristics. When Buyers can experience limits when they are new to the site, exhibit risky behaviors, or when a seller has blocked certain types of buyers from their listings. Why When a buyer doesnt pay for an item theyve won or purchased, it costs the seller time and money. Buying limits are designed to help prevent buyers from making purchases and not completing payment, while encouraging legitimate purchases. This makes eBay a more desirable ecommerce platform. Who Buyers

<h2><h2>GUIDE.TALKING_POINTS eBay-initiated bidding blocks and seller-initiated blocks

Daily Deals bid limit block Bidding Block <hr>

eBay-initiated bidding blocks and seller-initiated blocks Why do you have buying limits? Buying limits promote responsible purchasing, preventing unintentional or malicious "over buying," which can lead to a negative experience for both parties. Sellers, at their discretion, can place restrictions on who can buy or place bids on their items. These buyer requirements are geared toward ensuring a seller's preferences are respected in transactions and criteria related to the buyer's

accounts.

- Don't you want people to buy?

In most cases, you can still use the Buy It Now option to purchase items.

- We limit some activities to protect the owner of the account from the possibility of fraud.

Why am I blocked from bidding and/or sending offers?

- Purchase is pending payment: We placed a block on your account because there are pending orders that you haven't paid for.
- Verification needed or payment method needed: Some reasons accounts could receive buying limits include:

 - We believe that a trusted account has been compromised.
 - An account's activities seem out of character.

Seller blocks: Sellers have discretion when it comes to which buyers may purchase their items. A seller may select from a variety of options to limit purchases, such as blocking a buyer's ability to bid on their items.

How can this block/limit be removed? Depending on the type of limit, we may be able to help you:

- Order is pending payment: To resolve this issue, please go to My eBay, Purchases, and complete the payment process for these orders.
- Verification needed or payment method needed: Add your credit card number to your account so your identity can be validated.
- Seller blocks: This is solely at the seller's discretion and is not something that eBay can assist you to change.

What if I have financial difficulties and am not able to pay?

- You can message the seller and ask that they cancel the transaction/s. Be cautious that you don't do this often; it could lead to additional limits on your account.
- When you have overcome the financial difficulties you will still be able to purchase items that offer a Buy It Now option.
- You can use search filters on the left-hand side of the search results. Under the Buying format filter, select Buy It Now.

What if you don't want to give us your credit card information?

- We would never force you to share this information with us.
- I understand that you do not feel comfortable providing your card information on our site, but I want you to know that security is incredibly important to us and while I respect your decision not to provide your credit card at this

time, the limits on your account will take more time to remove as a result.

- Why do we need your credit card information if we aren't planning on charging you?

Due to the nature of online commerce, by comparing information from your card, against the information on file with your bank we are able to verify your identity.

- Checking this card data is one of the quickest and safest ways for us to verify your identity.
- We'll use the card information for verification only--we won't initiate any charges.

Why do you allow sellers to block buyers?

- Sellers have discretion when it comes to which buyers may purchase their items. A seller may select from a variety of options to limit purchases such as a buyers shipping location or number of unpaid items on a buyers record.
- Sellers also have the ability to specify specific buyers to whom they do not wish to sell. This could be due to previous interactions with the seller.
- This is solely at the sellers discretion and is not something that eBay can assist you to change. You need to contact the seller directly to see why you are unable to make this purchase.

Seller: A member contacted me because they were unable to bid/buy my item. What can I do?

- Buying limits are used to encourage responsible buying. We are helping both sellers and legitimate buyers avoid unintentional or malicious "over buying," which can lead to a negative experience for both parties.
- One way to make it easy for your buyers to purchase your items is to set a Buy It Now price, and <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1059#requiringimmediatepayment> require Immediate Payment

This may be due to the <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1022> Buyer Requirements

for your listing. If you are not familiar with these settings, I can help you set them up on your account as you see fit.

- Daily Deals bid limit block

[name="bid_limit_block"](#) Why was this action taken?

- Your account had activity that did not follow our bid limit policy.
- Listings

promoted on the eBay Deals have a limit on the number of items you can purchase. This is to maintain an equal marketplace for all members, and to allow other eBay members the opportunity to take part in the eBay Deals.

Using multiple accounts to circumvent this limit is a violation of eBay policy.

We utilize a monitoring system that incorporates buyer and seller activity, including both specific details on individual transactions as well as patterns across multiple transactions.

We review generated reports, account information, and items details.

For each eBay Deals listing, a maximum number of units can be purchased. For example, if the maximum allowed is five, you can't purchase more than this amount. This includes registering new accounts or using other existing accounts to purchase more than the allowed limit.

Violations will result in warnings, restrictions, and/or suspension. Please refer to our Site Interference Policy for more information.

How do I avoid this in the future?

We understand that you may not have been aware of this policy, and we invite you to learn more about this policy at the link below in order to keep your experiences on eBay pleasant and successful.

Refer to the eBay User Agreement for site use expectations.

Know your own activity - your buying activity might be putting you at increased risk for transaction problems.

Take note of any limit message when attempting to make a purchase.

Do not use multiple accounts to purchase more than the limit.

You are still welcome to purchase from the eBay Deals section, but you are advised to limit your buying activity to use of a single account when doing so.

Please be aware that additional violations of this policy may result in your further purchases being canceled and a restriction of your buying privileges. We appreciate your understanding.

I received a warning. What can I do? Can I appeal?

You'll be able to buy and sell with no restrictions.

We are letting you know what buying activity is allowed, so you can continue to purchase on eBay and receive great service from your sellers and remain protected on your purchases.

If you do not follow the policy in the future, you could lose your ability to purchase items on eBay.

You do

not need to appeal the warning as no action has been taken on your account.

- I have been blocked from buying. What can I do?
- You'll be able to continue to sell on eBay.
- If this was a 14 day restriction you will be able to purchase again after the 14 days have passed.
- Because we already informed you what buying activity is allowed, and we continued to observe activity that did not follow the policy, you are no longer able to purchase items.

I have been blocked from opening returns and cases. Can I appeal?

- Bid limit abuse restrictions are generally not appealable, unless there's some extenuating circumstances.
- They'll be reviewed on a case-by-case basis.

Bidding Block

Why is eBay blocking me from placing a bid?

- Your account has a history of not paying for items
- Because of this, we are restricting the ability to bid on items

What items did I not pay for/how many instances did I not pay for an item?

- Internal: Working on the BRM Policy view for TMs to view count of unpaid items
- Unless there are current unpaid items within your account that you can resolve, there may not be visibility in your Purchase History

Will I be blocked from bidding indefinitely?

- If you continue to pay for items, the restriction may be removed from your account

How can I appeal this, this is not fair?

- Due to the amount of unpaid transactions on your account, you must continue to pay for items for future orders. Until then, you may continue to purchase Buy It Now items
- I can't see the unpaid items in my account. How can I pay for them?
- Unless you've hidden these transactions, this information can be found in your Purchase History

How can this restriction be removed - how many items do I need to buy to remove the restriction?

- You must continue paying for items. Until then, you may continue to purchase Buy It Now items

Detailed information:

- Teammate can search for Rule ID 1257483 or Issue 1220 in LVIS tool

GUIDE.DETAILED_INFORMATION

There

are 2 main types of limits that a buyer will face, for various reasons, use the below tabs to decipher which type of limit your customers is experiencing.

- [eBay-initiated](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1137&ViewLocale=en_US#tabs-1)
- [Seller-initiated](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1137&ViewLocale=en_US#tabs-2)

Unpaid Item warnings, restrictions, and blocks

When a user has demonstrated a pattern of continually defaulting on their purchases, they will receive a warning to inform the member of the concern, educate them to the impact on the eBay community and to encourage the user to pay for all purchases. If the pattern continues, a 7 day and then 30 day bidding restriction can be placed on their account. These completely block the member from all bidding and are managed by issues on the account. If the pattern continues after these bidding restrictions, a full buying restriction can be placed on their account. This completely blocks the member from all buying and is also managed by issues on the account. These restrictions are time based up to an indefinite restriction, and have no appeals except if there is evidence of an error in the decision to restrict.

Accounts that have received a warning for excessive UPI will have Issue 1057 opened on the account. Issue 1056 means the member has received an educational email, but no warning tracked on the account.

Accounts with a 7 day or 30 day buying restriction will have an open issue 396 (auction bidding/ buying block) Users with an indefinite UPI restriction will have an open issue 396 (auction bidding/ buying block) or 265 (buying restriction) on their account. They will have Buying Limit rules in their LVIS history with UPI Restriction in the name of the rule and a BLOCK action. MAC notes should be checked for additional information.

Risk detection and policy blocks Accounts that demonstrate characteristics of fraud, or that exhibit behavior that is significantly outside of normal buying patterns. Some of these characteristics include:

- High risk model scores

Account matches known fraud patterns Financial information requirements for high dollar bids Extreme bid amount limits High volume of unusual activity, which could be one of or a combination of:

- Number of bids placed Dollar amount of winning bids currently open Number of items won in a short time frame Dollar amount of items won in a short time frame

 Daily Deals bid limit block Important: Do not share ANY specific details of policy thresholds and specific methodology with the member What did the buyer do? The buyer violated the Daily Deal bid limit policy, in one or more of these ways:

- Using multiple accounts to circumvent Daily Deal limits Registering new accounts or using other existing accounts to purchase more than the allowed limit Violating the eBay Site Interference policy

 If the buyer has received a warning:

- They need to review and follow site expectations when making purchases from Daily Deals on eBay. If they do not, they may lose buying privileges. Warnings do not need to be appealed, as no action has been taken on the buyers account. Advise the buyer to stop the activity that violates the policy.

 If the buyer has been blocked from buying:

- They are no longer able to purchase items on eBay. They need to review and follow site expectations when buying on eBay. If this is the second violation they will be reinstated after 14 days, if this is the 3rd offense (or 2nd offense if the member is a part of a large coordinated group) the buying ability has been restricted indefinitely. Indefinite Buying Restrictions are generally not appealable unless there's some extenuating circumstances. They'll be reviewed on a case-by-case basis.

 Review the MAC note Look below for the talking points on specific activities / behaviors observed based on the action that was taken. Please know that even if the member was asked to make the purchase by a friend or family member, we have sufficient evidence that links the activity

to a larger group and because the member is responsible for all activity on their account - regardless of the intent

See a full description of this Policy in the E2M Workflow section

Open Transaction Limits (OTL)/Order is pending payment

Definition	This block will prevent a buyer from bidding, using best offer or purchasing any item that does not require immediate payment.
What	This can happen when a buyer has committed to purchase an item but has not completed payment.
How	This block is triggered when a buyer has an excessive amount of purchases that are awaiting payment.
How to resolve	This block will automatically be removed when the buyer completes payment for auctions they have won or items they have committed to purchase.

Note: Removing reports of cancellation due to non payment will not impact these blocks

How to determine if a buyer is impacted by this limit

Open issue 1173

Rule names:

- UPI Buying Limits
- Risky buyers paid txn lt 10 in 1y
- Offer 1254762
- Block Global UPI Bid Limits
- High Rate 1246007
- Block Immediate payment offer
- Best Offer
- Make Offer with Open 1173 and not PTC

Block message member will see

Unfortunately, you cannot make offers or place bids due to a history of unpaid items on eBay.

Please go to your Purchases in My eBay to complete any pending payments so you can continue to make offers and placing bids.

You may also search for other items with the Buy It Now options and pay to complete your purchase.

Appeals

If bids and offers were the result of a

non-resolved buying ATO.
 Escalate via this form.
 This form goes directly to BRM and the teammates will have a response much sooner than via SHATO. </td> </tr>

Excessive bid retraction	Definition	This block will prevent a buyer from bidding on any item that does not require immediate payment.	What	This can happen when a buyer violates our invalid bid retraction policy. See GUIDE1283 - INV - Invalid bid retraction policy.</td>
How	This block is triggered when a buyer has an excessive amount of bid retractions.</td>	How to resolve	This block will automatically be removed in accordance with the time listed within their block message. Note: Removing reports of cancellation due to non payment will not impact these blocks.</td>	How to determine if a buyer is impacted by this limit
Open issue 1189	Block message member will see	We temporarily restricted your ability to place bids, as we noticed a history of not following our Invalid bid retraction policy. This temporary restriction will be removed automatically after 7 calendar days. You're still able to purchase items with the Buy It Now option. </td>	Appeals	No appeals

Excessive Unpaid Items on Auctions	Definition	This block will prevent a buyer from bidding for auctions	What	This can happen when a buyer has committed to purchase an item but has not completed payment. A winning bid on an auction
How				

&td>This block is triggered when a buyer has an excessive amount of purchases that are awaiting payment.&td> &tr> &tr> &td>How to resolve&td> &td>This block will automatically be removed when the buyer pays for open unpaid transactions and/or complete payments for new purchases.&br> &br> Note: Removing reports of cancellation due to non payment will not impact these blocks.&td> &tr> &tr> &td>How to determine if a buyer is impacted by this limit&td> &td> Open issue 1220 Rule names:

- Buyer Hit UPI Velocity Block

&td>Block message member will see&td> &td>Your account has a history of unpaid items, so you can't place a bid at this time.&td> &tr> &tr> &td>Appeals&td> &td> If bids and offers were the result of a non-resolved buying ATO send valid appeals to &a href="https://www.google.com/url?q=https://docs.google.com/forms/d/e/1FAIpQLScDcjPFwfQoP2dCeiZJEDMuxi3WUpOSBNdokRexeOzuzQ9iLA/viewform&sa=D&source=docs&ust=1707845112243652&usg=AOvVaw1C2VpyLcWbmCymJrkDwYqh"&td>Escalation Referral Form&a> &td> &tr> &tbody> &table> Note: We cannot resolve seller-initiated blocks. If the buyer requirements are blocking the buyer from bidding, we should direct them to find the item from another seller. Buyer requirements &ul> &li>The seller may have requirements related to a buyer's account that limit a buyer's ability to bid on their items.&li> &/ul> Blocked bidder or buyer list &ul> &li>Sellers may block a buyer's username based on previous interactions with them.&li> &/ul> &/h2>&h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE How to pay for already committed open transactions in My Cart? &ol> &li>Click on the Cart tab at the top of the page.&li> &li>Here you can view the items that you've already committed to buy, as well as any that you've added to the cart directly. Click Proceed to checkout to complete the transaction.&li> &/ol> You also can view and pay for open transactions in your My eBay &td> Purchase History. How to add a credit card to your account &ol> &li>Go to Payments in My eBay.&li> &li>Select +Add payment option.&li> &li>Enter your credit card

details and select Continue. You may be charged a small amount to authorize the account, but this will be refunded within 10 days.

</h2></h2>GUIDE.RELATED_LINKS Related Help Pages Limits on Buying Activity
 Buying limits and restrictions Unpaid Item Policy
 https://www.ebay.com/help/policies/payment-policies/unpaid-item-policy?id=4271

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