

Appealing your case

If you're unhappy with a decision on a case, you can appeal within 30 days of the case being closed. You'll need to provide new information in your appeal, which may include:

- Tracking details showing the buyer received the item. If the item sold for more than \$750, confirmation is required.
- Photos and/or documents showing the item matches the listing description

If you have new information like this and would like to appeal, select Call us.