

Feedback extortion policy

Our feedback system plays a key role in keeping eBay a safe and trusted marketplace, and we're committed to making sure that it isn't misused.

What is the policy?

Buyers aren't allowed to:

- Threaten to use feedback or detailed seller ratings (DSRs) in an attempt to force sellers into meeting their demands. For example, buyers can't threaten to leave negative feedback unless the seller pays for return shipping, when the seller's return policy in the listing didn't state free returns
- Sellers aren't allowed to:

 - Demand that buyers take actions related to feedback in order to receive their purchased items, such as requiring a buyer to leave positive feedback and high DSRs before they'll dispatch the order
 - Offer refunds or other monetary compensation, or additional items or services that weren't part of the original listing, in exchange for buyers leaving specific feedback or revising negative or neutral feedback

- If you believe that a member might have breached this policy, you can [report the buyer](https://spd.ebay.co.uk/RBASellerHub) - opens in new window or tab; or [report the seller](https://www.ebay.co.uk/help/action?topicid=4022) - opens in new window or tab; to let us know.

Activity on eBay is required to follow this policy, the eBay [User Agreement](https://www.ebay.com/help/policies/member-behavior-policies/user-agreement?id=4259) 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 [User Agreement](https://www.ebay.com/help/policies/member-behavior-policies/user-agreement?id=4259), 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.

Why does eBay have this policy?

This policy helps maintain trust between buyers and sellers, and protects the integrity of the eBay feedback system.