

Listing / item ended or removed - Buyer

<h2>GUIDE.SUMMARY What An item may be ended or removed from the site:
By a seller By eBay During bidding After an item sold Why An item may be removed from the site for a number of

reasons. For privacy and security reasons, we can't share specifically why the item was ended. Who Buyers and sellers may want more information about why the item is removed or what they should do next. This article covers Investigating who ended the listing Next steps for the buyer when listing is ended Talking points when seller ends listing Talking points when eBay ends listing< /li> Member notices when a listing is ended

<h2><h2>GUIDE.RELATED_LINKS Related help pages Contacting eBay Members
 http://pages.ebay.com/help/buy/contact-member.html

 What to do if you don't receive an item
 http://pages.ebay.com/help/buy/item-not-received.html

 Why did eBay remove my listing? (From the seller's perspective)
 http://pages.ebay.com/help/sell/questions/listing-ended.html

 How to tell the difference between real and fake (spoof) emails
 http://pages.ebay.com/help/account/recognizing-spoof.html

 eBay Money Back Guarantee
 http://pages.ebay.com/ebay-money-back-guarantee

Related articles <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1066"

target="_blank">Bidding on/buying items - not able to bid/bid cancelled (buyer)

<a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1039"

target="_blank">Contact trading partner <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1070"

target="_blank">Listing policies - item ended, removed, or not renewed by eBay (seller)

(From the seller's perspective) <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1073"

target="_blank">Spoof emails - Possible email scam tactics and how to avoid

them Related solutions <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL3774"

target="_blank">Why was listing removed? (bidder/buyer) <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL3752"

target="_blank">Not winning buyer - first response Buyer has

concerns that item is counterfeit/not authentic <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL3743"

target="_blank">Seller cancels bids / ends item early <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL9728"

target="_blank">Seller backs out of transaction - Buyer Paid

</h2></h2>GUIDE.TALKING_POINTS </a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1100&ViewLocale=

en_US#tabs-1">Seller ended item </a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1100&ViewLocale=

en_US#tabs-2">eBay ended item Why did the item that I was

bidding on end? Why was my bid cancelled? Just as a buyer can choose which

items to bid on, sellers can choose to accept or cancel bids.

There are many reasons why sellers might cancel a bid or end a listing early. In some cases, they no longer have the item they were selling.

Some sellers prefer to complete transactions only with members they feel comfortable with, such as those who have positive Feedback scores.

I was bidding on an item and it's not in My eBay anymore. Where is it?

If a seller decides to end their listing early, some bids may be cancelled as part of the process of taking the item off the site.

When your bid is cancelled, the item will not show in your My eBay since it is no longer associated with your account.

There are a few ways you can locate the item you were bidding on.

See [Instructions / Steps to resolve](/InfoManager/WebObjects/InfoManager.woa/wo/50.1.EditPageWrapper.48.1.2.1.0.2.6.25#InstructionsStepstoResolve).

How can I locate the item I was bidding on?

Your eBay Homepage saves your "Recent Searches" and "Recently viewed Items" in order for members to access the same items again, quickly. You can find these views on the lower left side of your main eBay screen or Homepage after signing into your account.

If the item is still active on the site or has recently ended (within 90 days), you can enter the item number into the keyword search box to retrieve the item info.

Did I do something wrong?

I can assure you that the removal of this listing doesn't reflect on you as a buyer or affect your standing on eBay in any way.

Can I still leave feedback for the seller?

When the seller ends the item and cancels bids, the item is not eligible to have Feedback left.

This is because you haven't completed a transaction with the seller.

eBay keeps track of how often a seller ends items early and will look for patterns of concerning behavior.

Can I contact the seller?

You can contact the seller to ask why your bid was cancelled by clicking the "Ask a question" link on the listing page. However, sellers aren't required to share why they ended the listing early.

As long as the seller is in good standing, you should be able to contact them.

See [a](#)

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1039"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1039)

[target="_blank"&Contact trading partner&/a](#); for more information.
 The seller sent me an email after the item was ended asking me to still pay for the item. Should I pay? You should only pay for items that are won through My eBay. Items that cannot be located within your My eBay can't be paid for through checkout, so you will not be able to connect your payment with a successful eBay transaction. Please review the email you received from the seller carefully and be aware of possible spoof / spam. Sellers are not allowed to complete transactions outside of eBay. Internal Information If the buyer received a message from the seller asking them for money or to complete a transaction outside of eBay, refer to these CSKB articles:

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1073"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1073)

[target="_blank"&Spoof emails - Possible email scam tactics and how to avoid them&/a](#).

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1529"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1529)

[target="_blank"&Avoiding Buying Outside eBay \(Off eBay Sales\)&/a](#).
 I received a message telling me that the listing I'm interested in is no longer available. What happened? Any item that violates eBay policies or infringes on the copyrights of others may be removed from the site. Some listings are removed because the language or photos used in the item title or description violate eBay policy. Depending on whether or not you've already paid for the item, there are options available for you. See
[href="/InfoManager/WebObjects/InfoManager.woa/wo/50.1.EditPageWrapper.48.1.2.1.0.2.6.25#BuyerWorkflow"](/InfoManager/WebObjects/InfoManager.woa/wo/50.1.EditPageWrapper.48.1.2.1.0.2.6.25#BuyerWorkflow)&Workflow section&/a to offer next steps. I haven't paid for my item yet - should I still pay? We advise that you do not pay for the item. There are a few options available to you.

See

Workflow section to offer next steps.

 I paid for my item. How do I get my money or the item? You can wait for the item to arrive, contact the seller or file a claim through eBay Money Back Guarantee.

See

Workflow section to offer next steps.

 Can I get more information about why eBay removed the item? What did the seller do?

 We can't tell you the specific reason why we cancelled the listing.

I hope you understand that we don't give this information out due to privacy reasons. Why did eBay wait until I'd purchased the item? Why wasn't the item

removed earlier? We do our best to catch violations as soon as possible. We have dedicated security department working to ensure that the site is safe. However, sometimes we don't

find items with listing violations until after the listing has ended. This delay may be due to several factors. It's possible that the listing was not brought to our attention until after you had

paid for the item. I'd like to assure you that we try our best to catch listing violations early. Can I still leave feedback for the seller? Removed

listings are not eligible to receive Feedback after they are removed. Feedback may be left if: the item is reinstated. the Feedback was left before the

item was removed. Can you contact your seller? Depending on the situation, you may be able to contact your seller. See

Workflow section to offer next steps.

 Why is the seller Not a Registered User / Suspended? There are many

reasons why a seller may no longer be registered on eBay. For security and privacy reasons, I am not able to tell you why the seller is not a registered user. For more information about why sellers may become unregistered, see Topic <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1062"

target="_blank">Seller Is Not A Registered User. </h2></h2>GUIDE.DETAILED_INFORMATION Seller ends the listing early When a seller ends their listing early, they have two options when ending it: Sell to the highest bidder. Cancel all bids and do not sell item. eBay will not notify the buyer in My Messages when a seller ends an item they are bidding on. eBay will send the buyer an email to their registered email address letting them know that their bid has been cancelled. See Member Notice section for the message the buyer receives. Internal Information Sellers may end their listing early for a number of reasons. To learn more from the seller's perspective, see <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1052"

target="_blank">Ending a listing early. Seller is Not a Registered User When a seller becomes Not a Registered User, all of their listings are ended administratively by eBay. Even if a listing has an active bidder or ended with a paying buyer it will be removed. A seller can become Not a Registered User for a number of reasons. eBay will notify the buyer that an item they were bidding on or purchased was ended through My Messages. There will be additional information in the message related to what a buyer can do next. See Member Notice section for the message the buyer receives. Internal Information To learn more about account suspensions, see <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1080"

target="_blank">Account suspensions: reasons and types, and how to resolve.
 eBay ends an item because it violates site rules or policies Occasionally, an item is listed that is in violation of eBay site rules or policies. Items can be removed by eBay for violations at any time, even if the listing has ended. eBay will notify the buyer that an item they were bidding on or purchased was ended through My Messages. There will be additional information in the message related to what a buyer can do next. Internal Information To learn more from the seller's perspective, see< a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1070" target="_blank">Listing policies - item ended, removed, or not renewed by eBay (seller).
 </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Seller ended item Locating the item that the buyer was bidding on On the eBay.com homepage, locate "Recent Searches" or "Recently Viewed Items". Enter the item number into the keyword search box to retrieve the item info. The item number can be found in the email message received from eBay regarding the bid cancellation. Search for completed listings offered by the seller. </h2>