

Sending and accepting a Second Chance Offer

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Send a Second Chance Offer

- At the top of the eBay homepage, click **My eBay**.
- Click the **Activity** tab.
- Under the **Sell** section, click **All Selling**.
- Click the **More Actions** drop-down menu next to your item.
- Select **Second Chance Offer**.
- Click **Continue**.
- Select your quantity, offer duration, and prospective buyers.
- Click **Continue**.
- Provide a personal message.
- Click **Send**.

Accept a Second Chance Offer

At the top of the eBay homepage, click **My eBay**.

- Click the **Messages** tab.
- Click the message **You have a Second Chance Offer**.
- Review the offer details.
- Click **Buy It**.
- Click **Buy It Now**.

GUIDE.SUMMARY What

- If you're not able to complete the sale with the winning bidder of an auction, or if you have duplicate items for sale, you can send a Second Chance Offer to anyone who bid on your listing (except for the winning bidder).
- If you have more than one duplicate item for sale, you can send more than one Second Chance Offer.
- When you send a Second Chance Offer, you give the bidder the chance to buy the item at a Buy It Now price equal to their last bid amount.
- It's up to the potential buyer to decide whether to accept the offer or not.
- When
- You can send a Second Chance Offer when at least one of the bidders on the listing accepts Second Chance Offers, **plus** one of the following is true:
- You have multiple quantities of the item for sale.
- For unsold items, the reserve hasn't been met, but you want to sell to the highest

bidder.

For items that sold, the original buyer hasn't paid (or you and the original winning bidder have agreed not to go through with the transaction).

Second Chance Offers can be sent immediately after a listing ends and up to 60 days after a listing ends.

How

Second chance offers can be sent in 1, 3, 5, and 7-day durations as specified by the seller.

These offers show up as a normal item in the "Active Selling" portion of My eBay.

These items have a different item number than their original listings.

A potential buyer receives a "You have a Second Chance Offer" email in their My Messages.

GUIDE.RELATED_LINKS

Related help pages

Making a Second Chance Offer

http://pages.ebay.com/help/sell/second_chance_offer.html

Receiving and accepting a Second Chance Offer

<http://pages.ebay.com/help/buy/second-chance.html>

GUIDE.TALKING_POINTS

Can you make changes to a Second Chance Offer?

You can't revise Second Chance Offers. If you need to revise the item, you may want to consider relisting the item or using the "Sell similar" option.

You can't relist a Second Chance Offer. If you want to relist the item, you need to "Relist" or "Sell similar" from the original listing.

How do you cancel a Second Chance Offer?

To cancel a Second Chance Offer, type the item number of the offer you want to cancel (not the original item number) into the [Ending My Listing Early](http://offer.ebay.com/ws/eBayISAPI.dll?EndingMyAuction) form.

Note: A buyer can only receive 1 Second Chance Offer per listing.

If you have multiples of the same item, can you send Second Chance Offers?

Yes, you can specify the quantity you have while sending a Second Chance Offer.

Note: It's important that you only send

out as many offers as there are items available. Otherwise, you might find yourself in a situation where you have more buyers than inventory.

- Can buyers leave Feedback with Second Chance Offers?
- Yes, if the buyer pays for the item we consider this a transaction and the buyer can leave Feedback.
- There are certain cases where we can

<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1118> and remove Feedback.

- You clicked the link to send a Second Chance Offer, but the buyer isn't there. Why is this?
- On the Bid History page, there's a link to send a Second Chance Offer for every bidder, even if that bidder has their preferences set to not receive offers.
- However, the page to send a Second Chance Offer only shows buyers who are eligible to receive an offer.

GUIDE.DETAILED_INFORMATION

Fees

- You're not charged an insertion fee when you send a Second Chance Offer.
- You're only charged a Final Value Fee (FVF) if the offer is accepted by the buyer.
- Note: Because there isn't bidding involved with your Second Chance Offer (the offer is at a set price, based on the buyer's maximum bid), charges are based on the

Fixed Price FVF schedule.