

## Report a member

GUIDE.RELATED\_LINKS Related help pages

- Report an issue with a buyer

<http://pages.ebay.com/help/buy/report-trading.html>

- Abusive buyer policy

<http://pages.ebay.com/help/policies/buying-practices.html#report>

- Rules for buyers

<http://pages.ebay.com/help/policies/buyer-rules-overview.html>

- Report an issue with a seller

<https://www.ebay.com/help/buying/resolving-issues-sellers/report-issue-seller?id=4022>

- Related articles

<https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1065#postage>

Bidding / buying items - buy it now, best offer - proxy, increments

- Related emails

<https://cskb.vip.ebay.com/csKBapp/art?page=content&id=SOL11133>

How to report a seller

- GUIDE.TALKING\_POINTS

Scenarios we can't investigate

<a id="shipmethod"></a>id="shipmethod" name="shipmethod"

Seller won't use a different shipping method

- Sellers should add their preferred shipping method prior to purchase, otherwise the buyer will have to rely on the seller's word.

<a id="shipcountry"></a>id="shipcountry" name="shipcountry"

Seller doesn't ship to your country

- Many buyers provide an address in countries the seller ships to, which isn't a violation. However, the seller isn't responsible for completing a transaction if you don't offer an address that the seller would deliver to.

<a id="illegal"></a>id="illegal"



violations

in&nbsp;&lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1118"&gt;Seller

performance

and

feedback

policy&lt;/a&gt;,&nbsp;&lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1299"&gt;Feedback

comments

policy&lt;/a&gt;,

and&nbsp;&lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1289"&gt;Feedback

extortion policy&lt;/a&gt;.&lt;/li&gt; &lt;/ul&gt; &lt;a name="fbextortiontp"&gt;&lt;/a&gt;Feedback

extortion/DSR manipulation &lt;ul&gt; &lt;li&gt;Threatening to use feedback or detailed seller ratings

(DSRs) in an attempt to force the trading partner into meeting demands is not allowed. For example:

&lt;ul&gt; &lt;li&gt;Buyers: Demanding goods or services that weren't originally part of the listing, a

full or partial refund, or a return with the threat of negative feedback if the demands aren't

met&lt;/li&gt; &lt;li&gt;Sellers: Requiring them to leave positive feedback, prohibiting them from

leaving low DSRs, or demanding they revise negative feedback&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt;

&lt;li&gt;We will investigate and take appropriate action according to policies.&lt;/li&gt; &lt;/ul&gt;

&lt;a name="feedbackmanipulationtp"&gt;&lt;/a&gt;Feedback manipulation &lt;ul&gt; &lt;li&gt;This is

the exchange of feedback for the sole purpose of increasing the feedback score to obtain site

privileges or enhance reputation. This most frequently occurs when a person purchases low-priced,

non-physical items, but may include other types of transactions as well.&lt;/li&gt; &lt;li&gt;We will

investigate and take appropriate action according to policies.&lt;/li&gt; &lt;/ul&gt; &lt;a

name="onebaysalestp"&gt;&lt;/a&gt;Offering to buy or sell outside of eBay &lt;ul&gt; &lt;li&gt;Selling

off of eBay or sharing contact information prior to a purchase is not allowed. We'll review your report

and take appropriate action.&lt;/li&gt; &lt;/ul&gt; &lt;a

name="publishingcontactinfotp"&gt;&lt;/a&gt;Publishing contact information &lt;ul&gt;

&lt;li&gt;Publishing personal information of another eBay member is a betrayal of trust in your

trading partner. Information shared between trading partners is confidential, and this is not an

acceptable behavior of a valuable member of the eBay community.&lt;/li&gt; &lt;/ul&gt; &lt;a

name="inappropriateusername"></a>Inappropriate username </ul> </li>If another member has an inappropriate username, like being profane or obscene, containing racist, vulgar or adult language, etc., then we will investigate and take appropriate action according to policies.</li> </ul> <a name="siteinterferencetp"></a>Site interference </ul> </li>Members are allowed to change or add content on the eBay site only in areas specifically designed for member use. We don't allow the manipulation of our site by any outside entity. We must maintain the security of the site and our member accounts to offer a safe trading environment. As such, we will take action on any activity that violates this policy.</li> </ul> <a id="accountownership" name="accountownership"></a>Account ownership disputes </ul> </li>When you register an account with eBay, you are the sole responsible user of that account. By electronically signing the eBay User Agreement, members acknowledge that they cannot transfer ownership of an account. While a member can authorize others to use their account, ownership can never be transferred. eBay will investigate&nbsp;this and take appropriate action.</li> </ul> <a id="underage" name="underage"></a>Underage user </ul> </li>To register on eBay, a person must be 18 years or older. This is a requirement because members enter into contracts with each other during the buying and selling process on the site. Members also enter into&nbsp;a contract with eBay upon registration. eBay investigates and takes action against accounts registered by underage users.</li> </ul> <a id="contactinfo" name="contactinfo"></a>False contact information </ul> </li>To keep a safe and secure trading environment, all members need to keep their contact information up to date. To have out-of-date, incorrect, or falsified contact information creates bad buying and selling experiences. eBay investigates and takes action against accounts that are registered with false contact information.</li> </ul> <a name="threattp"></a>Member-to-Member Contact/User-to-User Threat </ul> </li>Our policy prohibits member-to-member threats of physical harm through any method - including phone, email, or our public message boards. However, we're able to take action under this policy only if the threat was made by email.</li>

The member who is being threatened needs to report all other forms of harassment to the proper law enforcement authorities, as well as the member's local phone company if the threat was made by phone.

Left inappropriate messages (Abusive member/No intent to facilitate the transaction/EFS Abuse)

If a member is using messages in eBay for reasons unrelated to the transaction, demeaning or harassing in nature, or giving physical threats, we can gather those details and take appropriate action

now

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<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1280> - Threats and offensive language policy - Spam policy

Customs fraud

If a member asks for, or recommends to, send the item as a gift or for a lesser value, then the member is in violation of our Customs Fraud policy.

Scenarios we do investigate - Concerns about a seller

Refuses to sell the item after you won it (Non-Selling Seller)

If you haven't paid for the item or the seller has refunded your purchase, you should leave appropriate Feedback or detailed seller ratings for the seller.

While eBay encourages sellers to honor their transactions on eBay, we cannot force them to do so. eBay is a marketplace that facilitates the transaction on our platform between the buyer and seller.

We monitor when a seller cancels a transaction without the buyer's consent. We capture this information within the

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1136>

standards we set for our sellers. If they continue to cause these experiences, their account may be restricted or suspended.

Shill bidding

A member can't use bidding techniques to falsely increase an item's price or desirability.

Final value fee credit abuse

Sellers aren't

allowed to abuse the cancel transaction process, and they're not eligible for a fee credit if the buyer has paid for the item.

- Didn't send your item / didn't send the right item (INR/SNAD)
- I would be happy to open an eBay Money Back Guarantee case on your behalf.
- This lets your seller know there is an issue with the order. Most sellers will quickly help you.
- The seller has 3 business days to work with you to make things right.
- If you and the seller can't reach an agreement, then you can ask eBay to step in after those 3 days.
- If you haven't received your item or if the item isn't as described, we'll refund your purchase price plus original shipping on virtually all items.
- If the buyer declines having a case opened, or if the appropriate timelines haven't passed:
- You can open an eBay Money Back Guarantee case to try to work things out with the seller.
- Phone, chat and email contacts:
- If the buyer hasn't opened an INR case or return request yet, offer to open one on behalf of the customer.
- Internal Information
- To open the return, admin file through Guided Judgment.
- Do not offer to show the buyer how to open the request (unless asked to do so).
- Never

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1733>

into a customer's account to open a case or request.

Returns - Buyer contacting eBay because he/she wants to return an item

- Phone, chat and email contacts:
- If the buyer hasn't opened an INR case or return request yet, offer to open one on behalf of the customer.
- Internal Information
- To open the return, admin file through Guided Judgment.
- Do not offer to show the buyer how to open the request (unless asked to do so).
- Never

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1733"

target="\_blank">piggyback into a customer's account to open a case or request.

- Scenarios we do investigate - Concerns about a buyer
- Invalid bid retraction
- When placing a bid, the buyer is creating a contract with the seller. Retracting a bid without meeting the criteria for a valid retraction undermines the bidding process. Therefore, we take any reports very seriously.
- Blocked buyer
- Creating or using a secondary account to bid on a seller's items, when a previous account was blocked, undermines the integrity of the trading environment. As such, we will take appropriate action regarding any activity that violates this policy.
- Hasn't paid for item(s) (Unpaid items)
- When you cancel an order because the buyer hasn't paid for the item, it will be recorded on the buyer's account and remove any negative or neutral Feedback they've left for you.
- Returned item wasn't what you sent them (fraudulent return)
- We advise you to report this through our [Report a Buyer form](#):

<http://spd.ebay.com/RBASellerHub>.

We'll keep track of your concerns, and if we notice that this member is deliberately taking advantage of our sellers, eBay will take appropriate action.

Talking points for all scenarios

Reported member is still on the site

Once you submit the report, the appropriate team will review the information you provided and take appropriate action. Keep in mind that not all action is visible on the site.

What we do with reports

After we receive your report, we'll consider the circumstances, including the member's past history with us. If we decide to take action, we may send the member a warning or limit the member's buying or selling privileges. We usually won't suspend a member's account unless we decide that this member refuses to change their

behaviors after we ensure they are aware of any violations they have committed.

Our privacy policy

Because of our

<http://pages.ebay.com/help/policies/privacy-policy.html> Privacy Policy

we can't share any specific action we take but rest assured we've seen your report and will take the appropriate action.

Who looks at the report?

An agent will review your report personally and review the type of violation and impact to other eBay members to determine appropriate action.

Submitting a report accurately

We can review the report here with you and determine if there were other categories that may have helped ensure your report was sent to the right team for a proper review.

How long it takes to review reports

Most reports are reviewed within 24 hours. If you don't see any action on your end by then, please understand that many actions aren't visible to others. To protect the privacy of all of our members, we're unable to share the action we take.

When speaking to a member

Acknowledge that the situation is unfair - Even when we can't do anything, show them you see their point of view.

Use partnering language: "This is what we can do..." "Let's look at our options and find the best one."

Show ownership. The customer needs to feel that you are with them.

Mention documentation: If you are leaving notes, or reporting their trading partner, tell them!

GUIDE.DETAILED\_INFORMATION Internal Information

[investigateaccordion](#) name="investigateaccordion" Use the search box at the top of the table to search by status / sub-status or click on the column headers to sort. You can also adjust the number of rows that are displayed by using the "show" drop-down menu.

| Topic   | Enforcement | Explanation | Additional information |
|---|-------------|-------------|------------------------|
| Human behavior and general customer disagreements |             |             |                        |



|   |  |  |
|---|--|--|
| <p>influence</p>  | or   | investigate.   |
| <p><a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1043&amp;ViewLocale=en_US#disagreements">https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1043&amp;ViewLocale=en_US#disagreements</a> See talking point.</p> |  |  |
| <p>Illegal activity</p>   | No   | This is something that eBay cannot influence or investigate. |
| <p><a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1043&amp;ViewLocale=en_US#illegal">https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1043&amp;ViewLocale=en_US#illegal</a> See talking point.</p>             |  |  |
| <p>The reporting member should file a report with law enforcement.</p>  |  |  |
| False feedback  | We will remove Feedback only in the circumstances described in our Feedback policies.                |  |
| Feedback is subjective. This is something that eBay cannot influence.   |  |  |
| <p><a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1043&amp;ViewLocale=en_US#feedback">https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1043&amp;ViewLocale=en_US#feedback</a> See talking point.</p>           |  |  |
| <p>Seller doesn't ship to your country</p>  |  |  |
| No  | Each seller can decide to which countries he ships to. This is something that eBay cannot influence. |  |
| <p><a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1043&amp;ViewLocale=en_US#shipcountry">https://cskb.qa.ebay.com/cskbapp/art?page_content&amp;id=GUIDE1043&amp;ViewLocale=en_US#shipcountry</a> See talking point.</p>     |  |  |
| <p>The reporting member can contact the seller regarding shipping locations.</p>  |  |  |
| Seller won't use a different shipping method  | No   |  |
| <p>Each seller can decide which shipping methods he will use. This is something that</p>  |  |  |

eBay cannot influence. &lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1043&ViewLocale=en\_US#shipmethod"&gt;See talking point&lt;/a&gt;. &lt;/td&gt; &lt;td align="left" valign="top"&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td align="left" valign="top"&gt;Seller is stalling on item delivery dates until it's too late to file a case&lt;/td&gt; &lt;td align="left" valign="top"&gt;Yes&lt;/td&gt; &lt;td align="left" valign="top"&gt; &lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1043&ViewLocale=en\_US#nss"&gt;See talking point&lt;/a&gt;. &lt;/td&gt; &lt;td align="left" valign="top"&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td align="left" valign="top"&gt;&lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1278"&gt;Account ownership&lt;/a&gt;&lt;/td&gt; &lt;td align="left" valign="top"&gt;Yes&lt;/td&gt; &lt;td align="left" valign="top"&gt; eBay accounts can't be transferred from one member to another. Because we're an online company, we determine who owns an account by reviewing the original registration information.&lt;/td&gt;&lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1043&ViewLocale=en\_US#accountownership"&gt;See talking point&lt;/a&gt;. &lt;/td&gt; &lt;td align="left" valign="top"&gt; See &lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1453"&gt;Transfer Guidelines&lt;/a&gt;&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td align="left" valign="top"&gt;&lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1306"&gt;Underage user&lt;/a&gt;&lt;/td&gt; &lt;td align="left" valign="top"&gt;Yes&lt;/td&gt; &lt;td align="left" valign="top"&gt; To register on eBay, a person must be 18 years or older.&lt;/td&gt;&lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1043&ViewLocale=en\_US#underage"&gt;See talking point&lt;/a&gt;. &lt;/td&gt; &lt;td align="left" valign="top"&gt; See&lt;/td&gt;&lt;a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1453>&Transfer  
Guidelines&/a&nbsp;- INV Policies. &/td& &/tr& &/td align="left"  
valign="top"&&a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1284>&False contact  
information&/a&nbsp;and &/td align="left" valign="top"&&a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1300>&patently false  
contact information&/a&&/td& &/td align="left" valign="top"&Yes&/td& &/td  
align="left" valign="top"& Falsifying or omitting contact information, such as a member's name,  
address, or telephone number, when registering on eBay is not allowed.&/td align="left" valign="top"&&a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1043&ViewLocale=en\\_US#contactinfo](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1043&ViewLocale=en_US#contactinfo)&See talking point&/a&. &/td& &/td align="left" valign="top"&  
See&/td align="left" valign="top"&&a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1453>&Transfer  
Guidelines&/a&. &/td& &/tr& &/td align="left" valign="top"&Fraudulent  
returns&/td& &/td align="left" valign="top"&Yes, if it's a pattern (more than one  
return)&/td& &/td align="left" valign="top"& A return is fraudulent when the returned item is  
not what the seller sent, like an empty box or a brick in the box. eBay can take action only if there is  
a recurring pattern. &/td align="left" valign="top"&&a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1043&ViewLocale=en\\_US#fraudulentreturn](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1043&ViewLocale=en_US#fraudulentreturn)&See talking point&/a&. &/td& &/td align="left" valign="top"&  
The reporting member should file a report through the Returns and Cancellations flows in Seller Hub  
or through &/td align="left" valign="top"&&a

<https://spd.ebay.com/RBASellerHub>&https://spd.ebay.com/RBASellerHub&/a&. &/td&  
&/td align="left" valign="top"&&a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1283>&Invalid bid  
retraction&/a&&/td& &/td align="left" valign="top"&Yes, this policy is proactively

enforced. We don't have a manual reporting system for this policy.

Retracting a bid is allowed only under specific circumstances. Any invalid bid retraction is not allowed and will be reviewed by eBay.

See talking point.

Reassure the reporting member that eBay has detection mechanisms in place for this kind of activity. If a member is violating the policy, appropriate action is taken. There is no need to report it.

On eBay Sales (Off eBay Sales)

Yes, this policy is proactively enforced. We don't have a manual reporting system for this policy.

Using the eBay platform to complete transactions outside of eBay is not allowed.

See talking point.

Reassure the reporting member that eBay has detection mechanisms in place for this kind of activity. If a member is violating the policy, appropriate action is taken. There is no need to report it.

Publishing contact information

Yes

Publishing contact information of another eBay member in any online public area is not allowed.

See talking point.

- If a member reports another member for publishing contact information and the infraction is in a listing, a Review or Guide, a wiki, a blog, etc., tell the

member that this should be &lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1623#datatable"&gt;reported directly from the page&lt;/a&gt;. &lt;/li&gt; &lt;/li&gt;If a member reports another member for

publishing contact information and the infraction is in a Feedback Comment , transfer to M2M.&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;/tr&gt; &lt;td align="left" valign="top"&gt;&lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1289"&gt;Feedback extortion&lt;/a&gt;&lt;/td&gt; &lt;td align="left" valign="top"&gt;Yes&nbsp;&lt;/td&gt; &lt;td align="left"

valign="top"&gt;Threatening to use feedback in an attempt to force the trading partner into meeting demands is not allowed. &lt;/a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1043&ViewLocale=en\_US#fbextortiontp"&gt;See talking point&lt;/a&gt;. &nbsp;&nbsp;&nbsp;&lt;/td&gt; &lt;td align="left"

valign="top"&gt;See&nbsp;&lt;/a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1453"&gt;Transfer Guidelines&lt;/a&gt;. &nbsp;&nbsp;&nbsp;&lt;/td&gt; &lt;/tr&gt; &lt;/tr&gt; &lt;td align="left" valign="top"&gt;&lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1288"&gt;DSR manipulation&lt;/a&gt;&nbsp;&lt;/td&gt; &lt;td align="left" valign="top"&gt;Yes&nbsp;&nbsp;&lt;/td&gt;

&lt;td align="left" valign="top"&gt;Threatening to use detailed seller ratings (DSRs) in an attempt to force the trading partner into meeting demands is not allowed.&nbsp;&lt;/a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1043&ViewLocale=en\_US#fbextortiontp"&gt;See talking point&lt;/a&gt;. &nbsp;&nbsp;&nbsp;&lt;/td&gt; &lt;td align="left"

valign="top"&gt;See&nbsp;&lt;/a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1453"&gt;Transfer Guidelines&lt;/a&gt;. &nbsp;&nbsp;&nbsp;&lt;/td&gt; &lt;/tr&gt; &lt;/tr&gt; &lt;td align="left"

valign="top"&gt;&lt;/a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1286"&gt;Negative

feedback&lt;/a&gt;&nbsp;&lt;/td&gt; &lt;td align="left" valign="top"&gt;Yes, this policy is automatically

enforced. We don't have a manual reporting system for this policy.

If a member earns an overall negative feedback score (based on feedback as a seller), then certain actions take place on the member's account.

See

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1453> Transfer Guidelines

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1282> Inappropriate username

Yes

Names and eBay Store names must meet certain criteria in order to be allowed.

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1043&ViewLocale=en\\_US#inappropriateusername](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1043&ViewLocale=en_US#inappropriateusername) See talking point

See

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1453> Transfer Guidelines

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1303> Site interference

Yes

Members are allowed to change or add content to the eBay site only in areas specifically designed for member use, as defined by this policy. Also, content must not violate any other eBay policy.

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1043&ViewLocale=en\\_US#siteinterferencetp](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1043&ViewLocale=en_US#siteinterferencetp) See talking point

Reassure the reporting member that eBay has detection mechanisms in place for this kind of activity. If a member is violating the policy, appropriate action is taken. There is no

need to report it. Feedback manipulation is the foundation of trust on eBay. Purchasing, selling, or trading feedback undermines the integrity of the feedback system and decreases trust within the eBay marketplace.

See talking point: Reassure the reporting member that eBay has detection mechanisms in place for this kind of activity. If a member is violating the policy, appropriate action is taken. There is no need to report it.

Blocked buyer: Yes. Buyers are not allowed to use a secondary account to bid on an auction after their primary account was placed on a seller's Blocked Bidder list or blocked by the Buyer Requirements Feature.

See talking point: See

Transfer Guidelines

Shill bidding: Yes, we have detection mechanisms in place for this policy. Shill bidding happens when anyone including family, friends, roommates, employees, or online connections bids on an item with the intent to artificially increase its price or desirability. In addition, members cannot

bid on or buy their own items in order to artificially increase a seller's Feedback or to improve the item's search standing.

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1043&ViewLocale=en\\_US#shillbiddingtp](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1043&ViewLocale=en_US#shillbiddingtp) See talking point

Reassure the member that eBay has a number of systems in place to detect and monitor bidding patterns and practices. If we identify any shill bidding behavior, we'll take steps to prevent it.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1309> Member-to-member contact (user-to-user threat)

Yes

Our policy prohibits member-to-member threats of physical harm through any method - including phone, email, and our public message boards. However, we're able to take action under this policy only if the threat was made by email.

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1043&ViewLocale=en\\_US#threattp](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1043&ViewLocale=en_US#threattp) See talking point

See

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1453> Transfer Guidelines

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1280> Abusive member/No intent to facilitate the transaction

Yes

Any email sent from one eBay member to another member, via eBay's Email Forwarding System (EFS), which is either:

- Not transaction related
- Has no intent of facilitating a transaction

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1043&ViewLocale=en\\_US#shillbiddingtp](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1043&ViewLocale=en_US#shillbiddingtp)



en\_US#efsabusetp">See talking point</a>.</td><td align="left" valign="top">&nbsp;See&nbsp;</td></tr><tr><td align="left" valign="top"><a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1453">Transfer Guidelines</a>.&nbsp;&nbsp;&nbsp;</td><td align="left" valign="top"><a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1406">Customs fraud</a>&nbsp;</td><td align="left" valign="top">Yes, we have detection mechanisms in place for this policy.&nbsp;&nbsp;&nbsp;</td><td align="left" valign="top">When a member purchases an item overseas, their shipping company may charge customs fees to have the item delivered into the country.&nbsp; If a member asks for, or recommends to, send the item as a gift or for a lesser value, the member is in violation of our Customs Fraud policy.&nbsp; <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1043&ViewLocale=en\_US#customsfraudtp">See talking point</a>.&nbsp;</td><td align="left" valign="top">Reassure the reporting member that eBay has detection mechanisms in place for this kind of activity. If a member is violating the policy, appropriate&nbsp; action is taken. There is no need to report it.&nbsp;&nbsp;&nbsp;</td></tr><tr><td align="left" valign="top"><a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1430">Final value fee credit abuse</a>&nbsp;</td><td align="left" valign="top">Yes, we have detection mechanisms in place for this policy.&nbsp;&nbsp;&nbsp;</td><td align="left" valign="top">Our policy does not allow sellers to abuse the Unpaid Item process, circumvent paying final value fees, or artificially inflate their transaction count used in Seller Standards by creating false transactions.&nbsp;<a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1043&ViewLocale=en\_US#fvfcreditabusetp">See talking point</a>.&nbsp;</td><td align="left" valign="top">Reassure the reporting member that eBay has detection mechanisms in place for

this kind of activity. If a member is violating the policy, appropriate action is taken. There is no need to report it.

## GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE Reporting a buyer

The reporting member should file a report through the Returns or Cancellations flow or through <https://spd.ebay.com/RBASellerHub>

<https://spd.ebay.com/RBASellerHub>

<https://cskb.qa.ebay.com/library/EBAY/Guide1043/Report%20a%20Buyer.png> Report a seller

- Click Help and Contact on the top of most eBay pages.
- In the search box, type Report a seller and hit Enter.
- Choose the Report a seller button and follow the onscreen prompts.
- Select "The seller has violated one of eBay's policies".
- Fill in the details then Submit.

<https://cskb.qa.ebay.com/library/EBAY/Guide1043/Report%20anIssuewiththeSeller.png>

<https://cskb.qa.ebay.com/library/EBAY/Guide1043/WhatHappened.png> Leave feedback

Leave Feedback for a seller

- Go to Purchase history in My eBay.
- Select "Leave feedback".

<https://cskb.qa.ebay.com/library/EBAY/Guide1043/LeaveFeedbackforSeller.png> View all feedback left or received from you

[https://feedback.ebay.com/fdbk/feedback\\_profile/](https://feedback.ebay.com/fdbk/feedback_profile/) Feedback profile

- Go to Account in My eBay.
- Select Feedback.

<https://cskb.qa.ebay.com/library/EBAY/Guide1043/Feedback%20profile.png> Leave feedback for your buyers

- Go to <http://www.ebay.com/sh/ord> Order in Seller Hub or <http://my.ebay.com/ws/eBayISAPI.dll?MyEbay&CurrentPage=MyeBaySold>

target="\_blank">Sold</a> in My eBay.</li> <li>Choose the item (s), then select  
Leave feedback.</li> <li>Select Positive, enter a comment, then Leave feedback.</li>  
</ol>

   

## GUIDE.SUMMARY

What <ul> <li>Members often contact eBay with concerns about other member&nbsp;activity on the site. We should help the customer on the first contact or identify the correct group to handle the concern. Teammates are empowered to do many actions on behalf of the member and should understand the root cause of the concern. We should not be transferring simply because a member says they want to report another member.</li> </ul> This article covers <ul> <li>Scenarios we cannot investigate</li> <li>Scenarios we do investigate</li> </ul>   </h2>