

## Unpaid cancellation records - Buyers

**GUIDE.SUMMARY** What Buyers enter into a legally binding contract when they win an auction or commit to buying an item on eBay. When a buyer doesn't pay for a purchase within 4 calendar days, the seller can cancel the order using the Buyer hasn't paid reason code. Once the cancellation is complete, an unpaid cancellation is recorded on the buyer's account, and they are blocked from leaving feedback. eBay's unpaid item policy is necessary to enforce the contractual obligations between a buyer and a seller and helps maintain a fair and safe marketplace. To make eBay a safe place to sell, we hold our buyers to certain standards and we take action on those buyers who exhibit a pattern of not paying for items.

**GUIDE.RELATED\_LINKS** Related help pages

[Unpaid item policy](https://www.ebay.com/help/policies/payment-policies/unpaid-item-policy?id=4271)

[Resolving unpaid items with buyers](https://www.ebay.com/help/selling/getting-paid/resolving-unpaid-items?id=4137)

[Appealing an unpaid cancellation record](https://www.ebay.com/help/buying/resolving-issues-sellers/appealing-unpaid-cancellation-record?id=4357) - ( This page is not searchable and can only be accessed through the link)

[Abusive buyer policy](https://www.ebay.com/help/policies/rules-policies-buyers/abusive-buyer-policy?id=4374)

**GUIDE.TALKING\_POINTS** Why does eBay have this policy?

A buyer enters into a legal contract when they purchase an item on eBay. When a buyer doesn't pay for an item they've won or purchased, it costs the seller time and money.

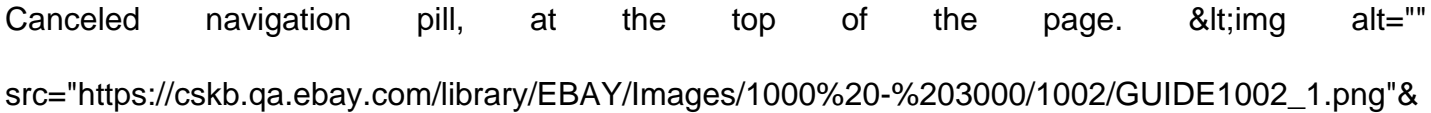
Keeping track of unpaid items and buyer-requested cancellations also helps eBay remove buyers who have a pattern of not paying.

How do unpaid

cancellations and buyer-requested cancellations factor into blocking a buyer from purchasing from a seller?

- Sellers can block buyers from purchasing from them if they have a certain number of unpaid cancellation records on their account.
- eBay may impose buying restrictions if buyers have requested an excessive amount of cancellations.

How long do unpaid cancellations and buyer-requested cancellations count against an account? Unpaid cancellation records and buyer-requested cancellations remain on a member's account indefinitely. How does a buyer know how many unpaid cancellations and buyer-requested cancellations they have? In the Purchase History page, buyers can find their cancellations by selecting the Returns & Canceled navigation pill, at the top of the page.



What are the exact consequences of unpaid cancellations on a buyer's account?

- Unpaid cancellations, buyer-requested cancellations, and other buyer behavior may result in buying restrictions.
- We're not able to share the details of what specific factors are considered.

I received an email informing me that the seller has canceled my order because I didn't pay, how will this impact my account?

- When a buyer commits to buy an item, we expect them to pay the seller within 4 calendar days. Failure to pay for items within this timeframe may result in an unpaid item cancellation. All unpaid cancellations are recorded on a buyer's account.
- An excessive amount of unpaid cancellations are considered a violation of our abusive buyer buying policies and may result in having limits imposed, or lose buying privileges.

I received an email informing me that the seller has canceled my order because I didn't pay, however I paid using cash on local pickup, checks, or money orders.

- I am sorry to hear this has happened to you, we take these reports seriously. Sellers who falsely cancel orders claiming that the buyer didn't pay may be subject to a range of actions, such as losing fee credits, receive limits on buying and selling privileges, and in some cases, have their account suspended.
- Moving forward I recommend you use

a payment method &lt;a

href="https://www.ebay.com/help/policies/payment-policies/payment-methods-policy?id=4269"

target="\_blank"&gt;available through eBay checkout&lt;/a&gt;&nbsp;that gives us the visibility into

when youve paid for your item and will prevent the seller from opening a false&nbsp;unpaid

cancellation.&lt;/li&gt; &lt;/ul&gt; What is considered a valid reason to appeal an unpaid cancellation

record? In a few specific cases, buyers have valid grounds to appeal for an unpaid cancellation to

be removed from their account. They are: &lt;ul&gt; &lt;li&gt;The buyer has proof of

payment&lt;/li&gt; &lt;li&gt;The seller changed the terms of the sale after the buyer committed to buy

or won an auction&lt;/li&gt; &lt;li&gt;The seller was suspended&lt;/li&gt; &lt;li&gt;The buyer account

was taken over&lt;/li&gt; &lt;li&gt;The buyer can prove that the seller agreed to a later payment date

in messages (i.e. combined shipping)&lt;/li&gt; &lt;li&gt;There was an eBay system issue or

bug&lt;/li&gt; &lt;li&gt;The buyer had a family emergency&lt;/li&gt; &lt;li&gt;The buyer wasn't able to

contact the seller to arrange local pickup or to combine shipping&lt;/li&gt; &lt;li&gt;The feedback the

seller left for the buyer proves they paid&lt;/li&gt; &lt;li&gt;There were mitigating circumstances

outside of the buyer&nbsp;control, such as a natural disaster&lt;/li&gt; &lt;li&gt;This was the buyers

first unpaid cancellation&lt;/li&gt; &lt;/ul&gt; What if&nbsp;you have a valid reason for not paying In

general, you are expected to pay for all items that you purchase or win. However, there may be

cases in which you can prove that you have a &lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&amp;id=GUIDE1002&amp;ViewLocale=

en\_US#Appeal reasons"&gt;valid reason&lt;/a&gt; for not paying. You can always work with the

seller to return the item, if you no longer wish to have it. Why was&nbsp;your Feedback removed?

Buyers arent allowed to leave Feedback for items they didnt pay for.&nbsp;Internal Information

&lt;ul&gt; &lt;li&gt;If an unpaid cancellation is recorded on the buyer account, any defects, including

negative or neutral Feedback the buyer left for the transaction, will be removed

automatically.&lt;/li&gt; &lt;/ul&gt; I need to purchase a large number of items at once (such as when

purchasing beads). &lt;ol&gt; &lt;li&gt;Add all items you would like to purchase to your shopping

cart.</li> <li>Pay for all items that have combined shipping. The shopping cart identifies these items by showing you how much you saved in shipping (look for "You save \$X.XX in shipping").</li> <li>Take half the items that do not offer combined shipping and click Save for Later.</li> <li>Request the total for the remaining half. After paying the invoice for the first half, you will be able to request a total for the second half. </li> </ol> I'm unable to bid or buy, is this because of an unpaid cancellation record? Those weren't my fault.</ul> <li>Even though unpaid cancellations are sometimes unavoidable, we track them because they disrupt our sellers' businesses. eBay wants to prevent unpaid cancellations from happening as much as possible. For this reason, we place limits on some accounts in order to encourage timely payment.</li> <li>If you feel an unpaid cancellation record is on your account unfairly, please follow the appeal process below.</li> </ul> Internal Information For buying limits policy questions, refer to the <a href="https://cskbapp5.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1137&viewlocale=en\_US&curPage=art&prevPage=srp#TalkingPoints">buying limits talking points in GUIDE1137</a>.<br>   </h2><h2>GUIDE.DETAILED\_INFORMATION<a id="Appeal reasons" name="Appeal reasons"></a><br> Unpaid cancellation record - Appeal reasons <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td width="30%">Removal reason</td> <td>Definition</td></tr> <tr> <td>Account Takeover</td> <td>There is evidence of an ATO on the buyer's account within +/-10 days of the unpaid cancellation record. </td></tr> <tr> <td>eBay system issue or bug</td> <td>Buyer was impacted by a bug or issue within the eBay system resulting in an unpaid cancellation record. </td></tr> <tr> <td>First unpaid cancellation</td> <td>Buyer has not had any unpaid cancellation record removed in the last 12 months. </td></tr> <tr> <td>Family emergency </td> <td>Buyer experienced a family emergency such as illness, death, or similar unforeseen event and there was no other activity on the account during that

timeframe. </td> </tr> <tr> <td>Natural disaster</td> <td> There were mitigating circumstances outside of the buyer's control, such as a natural disaster. </td> </tr> <tr> <td>Unable to contact the seller to arrange local pickup or to combine shipping</td> <td> If a seller has an invalid email address, or is suspended, and the buyer indicates they have been unable to complete the transaction due to lack of communication from the seller (and can provide proof). </td> </tr> <tr> <td>Proof of payment</td> <td>The buyer must provide proof that they have paid for the item on platform.</td> </tr> <tr> <td>Seller feedback confirms payment</td> <td> Buyer received positive Feedback indicating that they paid for the item. </td> </tr> <tr> <td>Seller agreed to a later payment date but the order was canceled as unpaid before that date.</td> <td> Buyer must have received a confirmation from the seller to agree to a delayed payment.</tr> OR<br> <br> The seller didn't mean to cancel the transaction, the unpaid order was automatically canceled due to the seller's settings. </td> </tr> <tr> <td>Suspended seller</td> <td> The buyer was unable to pay as a result of a suspension on the sellers account. </td> </tr> <tr> <td>The seller changed the terms of the sale after the buyer committed to buy or won an auction</td> <td> Buyer claims the seller requested additional payment or changed the terms of the sale after the buyer committed to purchase. </td> </tr> </tbody> </table>   </h2></h2>GUIDE.TIPS\_FOR\_MEMBERS <ul> <li>Pay for items as soon as you win the item (or right after clicking on Buy it Now). That way you won't forget, and won't have to go back later to pay. You will also speed up the shipping process.</li> <li>If you are unsure if you can pay for an item but you are interested in knowing how the auction goes, add the item to your Watch List: <a href="http://pages.ebay.com/help/buy/watching-items.html" target="\_blank">http://pages.ebay.com/help/buy/watching-items.html</a>.</li> <li>If you have any questions about a listing (for instance, shipping costs, item condition, returns policy etc) and you cannot find that information in the listing itself, please contact the seller first - do not

commit to buy an item (including bidding on an auction) until you feel you have all the information you need to make an informed decision.

If you accidentally entered a wrong bid or offer amount It's OK to retract a bid or Best Offer:

<http://pages.ebay.com/help/buy/questions/retract-bid.html>