

Buyer contacts us about a suspended seller - Buying and general

<h2>GUIDE.TALKING_POINTS Why was the seller suspended? For security reasons, I can't give you specifics about this seller's account. I can tell you we have seller performance standards that all sellers are required to meet. We expect sellers to provide excellent customer service from beginning to end for all customers. Depending on the case and the seller, our actions can range from explaining to a seller how they can better meet customer needs to suspending the seller. We look at a number of things when deciding to take action, such as a seller's Feedback history and detailed seller ratings, their trading history on eBay and any complaints against them from other buyers. 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. How can I contact the suspended seller? Internal Information Note: You won't be able to give contact info. For details, see the [article](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1039) about [contacting the trading partner](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1039). Can seller still use the Resolution Center if they are already suspended? Even though the seller is suspended they will still have access to their resolution center so they will be able to work things out with you. Can I open a case against the seller even if they are no longer registered? Your options depend on whether you've already paid or not and if you paid using a method covered by eBay Money Back Guarantee (eMBG). If you haven't paid yet... I suggest not going through with the sale. There's just too great a potential for problems. You can choose to send a message to the seller to explain your decision. If you're still considering going through with the sale, take a close look at the seller's Feedback. If you see a lot of negative comments, I'd urge you to reconsider. For privacy reasons, we can't disclose why the seller isn't registered, but negative comments in the Feedback are definitely a red flag. If you already paid... Send a message to your seller asking for an update on the item.

 If you paid through a payment method covered by eMBG... You may qualify to file an Item Not Received (INR) case or a Significantly Not as Described (SNAD) case through the eMBG program. If not I recommend you look into the external options available to you. Will the seller have access to their account even though they are suspended? A member's access to their suspended account varies, depending on the suspension. Internal Information For details, refer to information about suspended-user access included in the Guide article about account suspensions. I was told my item was removed from eBay, why was it removed? The member may no longer be a registered member on eBay. There are many reasons why this may be the case. For security and privacy reasons, I am not able to tell you why the seller is not a registered user. My PayPal payment is pending and I was told seller is no longer registered user, what should I do? Internal Information Refer to the buying and selling workflow included in the Guide article about eMBG and suspended sellers. Why did you wait for me to make the payment, before taking down the listing? 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. The seller has emailed me and I still want my item. How can I get the seller's contact info? Internal Information You won't be able to give contact info. Refer to the Guide article about contacting the trading partner. Am I still required to pay for the item when the seller is

no longer registered? Is there a way that I can still pay for the item so seller can send it to me? We advise that you do not pay for the item.

</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

 Resolution Center

http://resolutioncenter.ebay.com

- Related articles

Listing / item ended or removed - Buyer

Contact trading partner

Account suspensions: reasons and types, and how to resolve

- Related solutions

Why was listing removed? (bidder/buyer)

Listing removed but I paid

Seller is not a registered user, now what (not paid)?

</h2></h2>GUIDE.SUMMARY Who Internal Information

- Teammates in the Buying and General staff group refer to this article for information regarding buyers who contact

us about a seller's account showing as suspended or no longer registered on eBay.

- What

The seller's account is showing as suspended or no longer registered on eBay.

- Suspended members are prohibited from the following activities on eBay:
- Registering new eBay accounts
- Buying or selling using any existing accounts

For more, refer to the article about the reasons accounts are suspended and the types of suspensions.

This article provides information for contacts from a buyer when the seller has been suspended. If you have a contact from the seller, refer to information about

account suspensions for sellers.

If you have a contact from a buyer in regard to a listing that has been removed, refer to information about when an item is ended or removed.

Internal Information

- eBay can suspend both existing and new accounts opened by anyone in the same household of a suspended member or by any other associates of a suspended member.
- If a member's account is reinstated, they'll be able to leave Feedback for transactions you completed during the 30 days before their account was reinstated.

Why Some of the reasons why eBay suspends accounts include the following:

- Serious violations of our rules and policies
- Non-payment of fees

This article includes

- Related links to Help pages, other articles, and solution
- Talking points
- Buyer workflow