

eBay Live

eBay Live shopping events are streamed in real time on the eBay app. You can purchase items during the live stream, or bid on items if the event is an auction.

To join an eBay Live event, you'll need a registered eBay account and a link or QR code for the live stream.

If you're a seller interested in hosting an eBay Live event, have a look at our [eBay Live - opens in new window or tab](https://www.ebay.com/ebaylive/seller) seller page for more information. eBay Live is currently available on the eBay app only

and for items in the luxury, sneakers and collectibles categories.

How it works

To join an eBay Live event, you'll need to have an eBay account and a link or QR code for the event. For a full schedule of upcoming events, see the [eBay Live - opens in new window or tab](https://www.ebay.com/ebaylive) homepage. If you'd like to receive a reminder before an event, simply select

Remind me on the event page and make sure to have push notifications turned on for your device.

For instructions on enabling push notifications, see our [Notifications](https://www.ebay.com/help/account/changing-account-settings/notifications?id=4203#section1) article.

When you join an eBay Live experience, your username will be visible to the seller and the other buyers in attendance. Items available to purchase during the live stream will be shown in a carousel at the bottom of the screen. If you have any questions about an

item, you can chat with the seller during the event.

Bidding in eBay Live auctions

eBay Live auctions are usually under 2 minutes long, but the seller can choose to extend the auction slightly to allow buyers more time to bid. Before you bid, you'll need to confirm your payment method. If you don't have a default payment method on file, you'll

need to provide your payment details and you can do so without leaving the live stream. To place a bid, tap Bid on the item you'd like to buy. As with regular auction-style listings, you can bid the highest amount you feel comfortable paying and we'll bid on your behalf up until your limit. To find out more, have a look at our article about [automatic bidding](https://www.ebay.com/help/buying/bidding/automatic-bidding?id=4014). You'll see an on-screen notification if you're outbid, or, if you're the winning bidder, you'll see a confirmation screen letting you know you've won the item. Tip! It's important to remember that bids in eBay Live auctions can't be retracted. When you place a bid, you're committing to buying the item if you win the auction.

Paying for eBay Live items

If you're the winning bidder in an eBay Live auction, the payment method you provided will be charged immediately, or you can tap Pay now in the confirmation screen to go straight to checkout. When you buy an item at a fixed-price event, you won't need to pay immediately. You'll receive an order confirmation email and you can proceed to checkout from your email. If you're having trouble adding your payment method or paying for your item, follow our tips for [troubleshooting payment errors](https://www.ebay.com/help/buying/paying-items/paying-items?id=4009#section2).

Troubleshooting tips

If you run into any difficulties during an eBay Live event, the following tips may help:

- Check your internet speed. A strong internet connection is needed for the live stream so we recommend using your strongest available connection
- Download the latest version of the eBay app before the event
- eBay Live events are only available on the eBay app. If you can't access an event, make sure you're using an up-to-date Apple or Android device

If you see an error message at checkout, have a look at our [Checkout help page](https://www.ebay.com/help/buying/paying-items/checkout?id=4036#section4).

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