## Appealing your case

<h2&gt;lf you&#39;re unhappy with a decision on a case, you can appeal within 30 days of the case being closed.You&#39;ll need to provide new information in your appeal, which may include:&lt;ul&gt;&lt;li&gt;A copy of your police report&lt;/li&gt;&lt;li&gt;Photos showing the item doesn&#39;t match the listing description&lt;/li&gt;&lt;li&gt;Tracking details showing the seller received your return&lt;/li&gt;&lt;/ul&gt;lf you have new information like this and would like to appeal, select Call us.&lt;/h2&gt;