

Resolving buyer issues

If you have an issue with an eBay buyer, try contacting them directly to resolve your problem. If you can't work things out, we're always here to step in and help.

Our top priority is to make sure eBay is a safe marketplace. If you can't resolve an issue with a buyer directly, or if you think a buyer violated one of eBay's policies, we're always ready to step in and help.

Sometimes your sale might not go through as smoothly as we would hope. If, for example, the buyer doesn't pay for their item, the best first step is to contact the buyer directly to try to resolve the issue. Our top priority is to make sure eBay is a safe marketplace. We are always ready to step in to help if you can't resolve an issue with a buyer directly or if you think a buyer violated one of eBay's policies. You can block problematic buyers from buying your items. Read our guides below to learn how to contact a buyer, how to report issues, and how to block a buyer.

[Contacting a buyer or bidder](https://www.ebay.com/help/selling/resolving-buyer-issues/contacting-buyer-bidder?id=4083) Find out how to get in touch with a buyer.

[Blocking a buyer](https://www.ebay.com/help/selling/resolving-buyer-issues/blocking-buyer?id=4082) Learn how to block certain members from bidding on or buying your items.

[Reporting an issue with a buyer](https://www.ebay.com/help/selling/resolving-buyer-issues/reporting-issue-buyer?id=4084) If you're having trouble with a buyer and believe they're violating an eBay policy, let us know about it.

dealing with buyers, dealing with buyers on eBay