

## Member-to-member contact policy

However, to keep everyone in our community safe we have guidelines and policies that cover how you communicate. We don't allow our members to:

- Make offers to buy and sell outside of eBay
- Send spam
- Threaten others, or use profanity or hate speech
- Exchange any personal information (except names), including email addresses, phone numbers, payment information, social media links or accounts, or other contact information
- Send viruses, malicious code, or software through our messaging service

This applies to all messages sent on the eBay platform, including My Messages and Best Offer, and all types of content posted on eBay by users, including listings, feedback, and reviews.

To find out more about our policies related to member-to-member communications, please read our full policy guidelines below.

## Frequently Asked Questions

**Does eBay monitor and store members' messages?**

We may monitor messages (together with any attachments) sent between members for fraud, abuse, spam, illegal content, and other policy violations. We keep a copy of all communications which can be used to help in these circumstances. While we understand members may wish to keep communications private, if you contact members through channels other than eBay, we can't help if problems arise.

**Does eBay share personal email addresses?**

In the majority of cases, we don't share buyers' personal email addresses. We replace email addresses with aliases for buyers and sellers to hide personal contact information. When you communicate, your email appears like 63ae59ac280fe0fa69@members.ebay.com and is sent through our secure platform.

**What can I do about a member who's threatening me?**

If you ever receive a threat, [report it to us immediately](#contactWay). We'll look into it and determine what action is needed, which could include suspending the member's account. You should also report threats to local law enforcement.

**A member left feedback**

which I don't think is accurate or fair. Can I have it removed?

On request, we may remove some kinds of feedback – if it contains hate speech or profanities, for example. However, while we discourage rude and accusatory comments, we don't remove them if they're related to a specific transaction. We would recommend getting in touch with the member and asking them to revise their feedback. Read our article on [viewing, responding, and changing feedback](https://www.ebay.com/help/buying/leaving-feedback-sellers/viewing-changing-feedback?id=4031). Read our full policy [Member-to-member contact policy overview](#). Members can send messages to each other through eBay. We encourage open communication between our members but we don't allow our members to use these options to send spam, [offers to buy or sell off eBay](https://www.ebay.com/help/policies/payment-policies/offers-buy-sell-outside-ebay-policy?id=4272), threats, profanity, or hate speech. We also don't allow members to offer, reference, or request email addresses, phone numbers or other contact information, physical addresses, web addresses, or [links](https://www.ebay.com/help/policies/listing-policies/links-policy?id=4248) within eBay messaging systems (for example Best Offer or My Messages) or in any email communication managed by eBay, and all types of content posted on eBay by users, including listings, feedback, and reviews. eBay may monitor messages sent through eBay and between users for fraud, abuse, spam, and other violations of eBay's policies. Activity on eBay is required to follow this policy, the eBay [User Agreement](https://www.ebay.com/help/policies/member-behavior-policies/user-agreement?id=4259) and all applicable laws, as well as respect the rights of third parties. If it doesn't, eBay may take action consistent with applicable laws and the eBay [User Agreement](https://www.ebay.com/help/policies/member-behavior-policies/user-agreement?id=4259), and may even be legally required to do so. Such actions may include, as an example only: Removing the listing or other content, issuing a warning, restricting activity or

account suspension. Please remember that we don't have control over communication unless it takes place through eBay. Also, posts on [eBay discussion boards](https://community.ebay.com/) - opens in new window or tab aren't covered by this policy. However, we do have a [Community content policy](https://www.ebay.com/help/policies/member-behaviour-policies/community-content-policy?id=4265). What are the guidelines?

### Spam (email)

We don't allow our members to send each other spam. "Spam" is an email (or part of an email) that is both unsolicited and commercial in nature. Unsolicited means the person who received the message didn't request it. Commercial means the message discusses buying, selling, or trading of goods or services. Some examples of spam include:

- Unsolicited email offers sent to potential buyers
- Email messages sent to a member on a mailing list without that member's prior permission
- Invitations to join a mailing list that aren't related to your eBay Store
- Offers to buy or sell off eBay
- Email sent using eBay Messages (or features such as the Contact member link) to send unsolicited commercial offers

Not allowed

- Offers to buy or sell items outside of eBay
- Messages that include email addresses, phone numbers, or social media links or accounts, contact information or usernames
- Messages that include links or web addresses
- Email and websites impersonating eBay

Some members have reported receiving requests for

personal information in email messages that look like they were sent from eBay, but weren't.

Learn how to

<https://www.ebay.com/help/account/protecting-account/recognising-spoof-emails?id=4195>

;recognize spoof (fake) eBay websites and report spoof emails

Sellers cannot show or link to direct email addresses in the listing or store pages (instead buyers can use

the "Ask a question" feature at the bottom of the item description to send email

messages to the seller)

If you have received spam from another eBay member,

please forward it to [spoof@ebay.com](mailto:spoof@ebay.com).

If you received a warning for violating our spam policy and you believe it was sent in error, or you were

suspended for violating our spam policy and would like to learn more, please [contact us](#).

**Threats** We don't

tolerate threats of physical harm using any method including by email or on our public message

boards (such as our discussion boards, groups, and other community areas). Example: "If I

don't hear from you by tomorrow about the item I purchased, I will come over to your house

and break your legs." If you receive a threat, report it to local law enforcement. You should also

consider contacting your local phone company if the threat was made by telephone, or the other

member's Internet service provider (ISP) if the threat was made through email

communication.

**Profanity and hate speech** Members aren't allowed to use

profanity or hate speech in their communications with other members through

eBay.

**Feedback comments containing inappropriate content**

These types of feedback comments may be removed:

Feedback containing personally identifying information about another member, such as a member's

address, phone number, email address, or real name. We may also remove feedback that can be

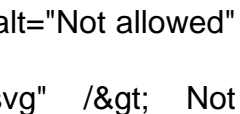
used to obtain personally identifying information about another member, such as a shipment

tracking number

Feedback not related to a sale, including a comment, reply, or

follow-up related to a different sale

- Feedback containing political, religious, social, or other commentary, rather than genuine comments about a sale
- Feedback containing language that is profane, vulgar, obscene, or racist, as well as comments containing adult material or physical threats
- Negative feedback comments that directly contradict a positive rating. (When the comment is posted by the seller. This type of contradictory comment is not removable when left by the buyer.)
- Feedback containing links or promotional language which encourages buyers to purchase outside of eBay
- Feedback that includes references to third-party investigations, including law enforcement investigations or eBay investigations



Not removable

These types of feedback comments aren't removed:

- Feedback comments containing accusatory language such as "fraud," "liar," "cheater," "scam artist," or "con man." Although this type of comment is strongly discouraged, it isn't removed unless it also contains content that isn't allowed
- Feedback comments containing URLs or links to eBay.com

## Additional information

Your email address and other contact info might be disclosed to the other party when involved in a successful eBay transaction with you. We investigate and take action on reports of misuse of this information.

Please see our [User Privacy Notice](https://www.ebay.com/help/policies/member-behaviour-policies/user-privacy-notice?id=4260) for more information on how we handle your personal data.

## Why does eBay have this policy?

Communication between members is a key part of the eBay buying and selling experience, and we want to keep it as open as possible. But it's important that our members feel safe, and aren't getting unwanted email or offers from other members.