

Payment disputes - cases through PayPal

[GUIDE.SUMMARY](#) What's covered in this article General questions about PayPal Buyer Protection. For detailed information, ask member to contact PayPal Customer Service Not covered:

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1566> Item not received (INR), including stolen from porch <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567> Returns Remorse, SNADs, False SNADS, and Forced SNADs (FSNAD)

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[GUIDE.RELATED_LINKS](#) Related help pages

- About PayPal Buyer Protection

<http://pages.ebay.com/help/tp/paypal-protection.html> <http://pages.ebay.com/help/tp/paypal-protection.html>

- Related articles

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567> [Returns - Remorse, SNADs, False SNADS, and Forced SNADs \(FSNAD\)](#)

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1566> [Item not received \(INR\), including stolen from porch](#)

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Related solutions

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL9776>

[What are the differences between eBay Money Back Guarantee and PayPal Buyer Protection?](#)

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL3829> [PayPal payment reversal - buyer payment](#)

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[GUIDE.TALKING_POINTS](#) Internal Information For advanced questions beyond the topics listed here, ask the member to contact PayPal. What are the differences between PayPal Buyer Protection and the eBay Money Back Guarantee?

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Money Back Guarantee for all eligible items purchased on eBay.com for all approved payment methods--not just PayPal. The eBay Money Back Guarantee covers the purchase price of the item plus original shipping. PayPal Buyer Protection may cover items purchased on sites other than eBay.com. How do I contact PayPal Customer Service? You can contact PayPal by email or by phone. Please visit www.paypal.com and select the Help and Contact link at the bottom of the page. Why are there differences between the two programs? Arent they both run by eBay? eBay and PayPal are not the same company. The eBay Money Back Guarantee and the PayPal Buyer Protection are two different programs: PayPal covers transactions paid only with PayPal anywhere. The eBay Money Back Guarantee (eMBG) is targeted at protecting transactions on eBay. eBay is not able to assist with PayPal cases, even if the dispute is in relation to an item purchased on eBay. We recommend contacting PayPal directly for any questions or concerns you have with a case filed with PayPal. How do I file a claim with PayPal? You can file a dispute through the PayPal Resolution Center. Please visit www.paypal.com and click the Help and Contact link at the bottom of the page to guide you through filing a case. My buyer filed a chargeback. What do I do? eBay doesn't offer protection for sellers in these types of situations. If you contact PayPal, however, they may be able to help. Please get in touch with PayPal Customer Service by clicking the Help and Contact link at the bottom of the PayPal home page. Why am I unable to open an INR/SNAD request on eBay - claim already opened/closed on PayPal? As there was a case previously opened for the payment, it isn't possible to open another one as only one claim can be opened per payment, even if it wasn't on eBay. </h2>