

Handling feedback disputes with sellers

Are you a seller looking to remove feedback? Read our article on [disputing feedback you've received](https://www.ebay.com/help/selling/leaving-feedback-buyers/disputing-feedback-received?id=4102). If there's a problem with your order,

[contact the seller](https://www.ebay.com/help/buying/resolving-issues-sellers/contacting-seller?id=4021) first and try to resolve the issue before you leave feedback. Why a seller might dispute your feedback. Positive ratings and good feedback help a seller grow their business and reputation on eBay. If something goes wrong and they receive negative feedback as a result, they may choose to explain what happened by responding to your comments or images, or by requesting a feedback revision. Here are some reasons why a seller may dispute your feedback:

- The issue(s) that led to your feedback was beyond their control
- They've resolved your issue, and would like you to revise your feedback
- They feel you've been unfair or overlooked some information

What happens when a seller asks for a feedback revision

If a seller sends a feedback revision request, we'll send you an email with all the details. You'll then have 10 days to either:

- Revise the feedback – Select Accept request in the email and we'll guide you through the process of changing your rating and comment. When you revise or remove feedback, your original comments will no longer be visible
- Decline the request – Select Decline request in the email and state your reason for doing so. If you'd like to keep your reasons private, select I don't want to share the reason with the seller

If you haven't taken any action after 7 days, we'll send you a reminder. If you don't respond within 10 days, the revision request will expire and the feedback won't be changed. Read our full [Feedback policy](https://www.ebay.com/help/policies/feedback-policies/feedback-policies?id=4208).