

Check the status of your request

If you've requested a return or reported that you didn't receive your order, you can check the status at any time.

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Need to get in touch with the seller about your purchase? If you haven't already opened a request, read our articles:

<https://www.ebay.com/help/buying/returns-refunds/reporting-item-didnt-receive?id=4042>

Get help with an item that hasn't arrived

<https://www.ebay.com/help/buying/paying-items/buying-guest?id=4041>

Return an item for a refund

<https://www.ebay.com/myb/PurchaseHistory#PurchaseHistoryReturnsContainer?ipp=25>

Purchases - opens in new window or tab

Check your open request

Once you've opened a request, the seller should respond to you within 3 business days. You can check on the request at any time to see the seller's replies

and to find out what you need to do next.

<https://www.ebay.com/help/action?topicid=4667> Check my request status

- opens in new window or tab

If it's less than 3 business days since you opened the request, give the seller more time to respond. Most sellers are happy to help once they know

there's an issue.

Get help from eBay

If the seller hasn't responded, you can ask eBay to step in once 3 business days have passed since you opened the request. Once the seller responds, you can ask eBay to step in at any time if you're not happy

with the seller's resolution (for example, the seller accepted your return request but hasn't

provided a return shipping label). Don't leave it too long to ask us to step in and help.

We'll automatically close a request if there's been no activity. How to ask eBay to step

in

Select Go to your open requests below.

Find the item

you'd like our help with.

Select Take action.

Select Ask eBay to step in and help.

[Go to your open requests](https://www.ebay.com/myb/PurchaseHistory#PurchaseHistoryReturnsContainer?ipp=25) - opens in new window or tab

Once you've asked us to step in, we'll review all the details and respond to you and the seller within 48 hours. [Learn more about](#) asking eBay to step in and help.

Getting your refund

If you're getting a refund, it will go back to your original payment method. Refunds are typically available within 3-5 business days.

Tip If the seller promised a refund but hasn't issued it, you can ask eBay to step in and help.

Closing a request

If your item has arrived, or you no longer want to return it, you can close your request. This lets the seller know that the issue is resolved.

[How to close your request](#)

[Go to your](https://www.ebay.com/myb/PurchaseHistory#PurchaseHistoryReturnsContainer?ipp=25) Purchases - opens in new window or tab; and find the item.

Select See request details in the Actions menu and then Close your request.

Select your reason for closing the request from the dropdown, and add details if you want to.

Select Close request or Confirm.

If you had already asked eBay to step in, you'll see 'case' rather than 'request'. You can still close it if things are resolved. You won't be able to re-open the request or case once it's closed.

Case status, open claim, open case, request status, close request, missing item request status, return request status, check request, check case, check return, what's happening with my request, what is happening with my case, has seller responded to my case, check seller response, has seller responded to return, did seller accept return, next steps for return