

Seller performance manipulation policy

We use seller performance standards to help sellers track their performance on eBay, and to give prospective buyers confidence that they're dealing with sellers who provide an excellent service.

undefined

A seller's performance record should be representative of the experience their buyers have actually had with them, so we don't allow any attempt to falsely enhance performance records.

Frequently Asked Questions

If my buyer doesn't leave feedback after a sale, can I contact them and ask them to do so? Yes, but you can't manipulate them or require them to leave positive feedback, for example, by offering a discount in return. Your feedback score should always be an accurate reflection of buyers' experience with you.

How can I improve my seller level? Read our article on

<https://www.ebay.com/help/selling/seller-levels-performance-standards/seller-levels-performance-standards?id=4080> seller level and performance standards to understand how you can improve as a seller on eBay. You'll also find details there on when and how we calculate seller levels.

Read our full policy

Seller performance manipulation policy overview

Our goal is to create a safe and fair place for all eBay members to buy and sell. Your reputation and performance record is an important asset on eBay and should be representative of the experience your buyers have. Creating listings or taking actions where the purpose is to falsely enhance your reputation or gain site benefits is not allowed, because it decreases trust and undermines the integrity of the eBay marketplace. If you attempt to falsely enhance your reputation or performance your listings may be removed. You also may be subject to a range of other actions, including limits of your buying and selling privileges, suspension of your account, and adjustment of your seller performance level, which may result in your removal from

certain eBay programs, including but not limited to the Top Rated Seller program.<h2 id="section2">What are the guidelines?</h2>Note: These guidelines also apply to <a

Selling a large number of low dollar value items intended to hide buyer complaints on items with a high selling priceProviding false information, including but not limited to false tracking numbers, in order to gain site benefitListings where the goal of the transaction is to falsely increase your feedback score or detailed seller ratings (DSRs), gain site benefits, or enhance your reputationWorking with other members or registering multiple accounts to falsely enhance your reputation, gain site benefits, or increase your performance or feedback score <h2 id="section3">Why does

eBay have this policy?</h2>Each time a buyer purchases something on eBay, they have an opportunity to leave feedback comments about their experience and upload images of their item. Sellers build reputations that are based on detailed seller ratings, feedback ratings, comments and images left by buyers. Because buying and selling online depends on trust, your performance is an important way to build your reputation on eBay. A positive feedback score and high detailed seller ratings differentiate you from other sellers and tell prospective buyers that you set and meet buyer expectations by providing excellent customer service. Learn more about se

ller performance standards. Activity on eBay is required to follow this policy, the eBay User Agreement 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 <a

[href="https://www.ebay.com/help/policies/member-behavior-policies/user-agreement?id=4259"](https://www.ebay.com/help/policies/member-behavior-policies/user-agreement?id=4259)>User Agreement, 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.</h2>

<h2>seller performance manipulation,seller rating manipulation,feedback manipulation,feedback extortion</h2>