

Replying to feedback you received for an item you sold

<h2><p>While it doesn't affect your seller performance, we understand that positive feedback is important to you. If you believe feedback you received from a buyer isn't accurate or fair, you can try to resolve the situation by replying to the feedback or by requesting a feedback revision.</p>

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<h2><h3>Remember, even disappointing feedback is just one person's opinion and won't affect your seller performance.</h3>

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<h2>Are you a buyer looking for information on feedback disputes? Read our article on handling feedback disputes with sellersTo try to resolve the issue, we recommend that you reply directly to the buyer's feedback, or ask the buyer to revise their original rating and comment.<h2 id="section1">Reply to your buyer</h2>You can reply to your buyer from your feedback profile. Once you reply, your comment will appear directly below the buyer's feedback comment.Reply to your buyer's feedback - opens in new window or tab<h2 id="section2">Send a feedback revision request to your buyer</h2>You can only request a revision for feedback that is less than 30 days old. You can make 5 feedback revision requests per calendar year.Request a feedback revision - opens in new window or tabTipFor every 1,000 feedback ratings you receive during the year, you can make 5 additional feedback revision requests. However, these additional feedback revision requests don't carry over into the following year.<h2 id="section3">What happens when you ask for a feedback

revision?</h2>When you send a feedback revision request to a buyer, we'll send them an email with all the details. The buyer then has 10 days to either:Revise the feedback: If the buyer accepts the request, we'll guide them through the process of changing their rating and comment. When they revise feedback, their original comments will no longer be visible on eBayDecline the request: If the buyer declines the request, they can choose whether to share their reasoning with youIf the buyer hasn't taken any action after 7 days, we'll send a reminder. If the buyer still hasn't responded after 10 days, the revision request will expire. Remember, even disappointing feedback is just one person's opinion and won't affect your seller performance. In some cases, we may remove or adjust feedback. You can learn more about this in our Seller performance and defect removal policy. Tip Visit Seller Help - opens in new window or tab to dispute any buyer feedback.</h2><h2>adjust feedback,adjust feedb,change feedback,dispute Feedback eBay,eBay dispute Feedback,eBay Feedback dispute,remove Feedback eBay,respond to feedback</h2>