

INV - Account Ownership Disputes

[GUIDE.RELATED_LINKS](#) Help pages: [User Agreement](#)
<http://pages.ebay.com/help/policies/user-agreement.html>

[GUIDE.TALKING_POINTS](#) Can't provide access to an account requester who isn't the legitimate owner
The best suggestion would be for that person to register a new account with us using their contact information.
Verify account ownership (boss, employee, or other relationship)
When you register an account with eBay, you are the sole responsible user of that account. By electronically signing the eBay User Agreement, members acknowledge that they cannot transfer ownership of the account. While a member can authorize others to use their account, ownership can never be transferred.

[GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE](#)
[Send required documents Internal Information](#)
See [Appeals](#) tab of the [Workflow](#) for what documentation should be provided.
Please allow at least 72 hours for your faxed request to be processed. Once we've processed the information you have provided, we'll contact you by email with our decision regarding the reinstatement of your account.

[GUIDE.SUMMARY](#) What eBay accounts can't be transferred from one member to another. Because we're an online company, we determine who owns an account by reviewing the original registration information.
According to the "Using eBay" section of our User Agreement, it says:
While using the Sites, you will not:
[Transfer your eBay account \(including feedback\) and Username to another party without our](#)

consent;

- The only times we might allow accounts to be transferred are when the account is clearly used for a business (not an eBay-only business, but a business like a car dealership) and the main eBay user has left the company, or [a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1278&ViewLocale=en_US#workflow"](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1278&ViewLocale=en_US#workflow)the business has been sold (see Appeals tab).

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