

Action Flow - INR case already open

What should I do if my item arrived after I've opened a case?

If your item arrives after you've opened your case, you should let the seller know by closing your case. Here's how to close your case:

- Go to your Purchase history.
- Select See request details in the More actions dropdown menu.
- Select Close your request and choose your reason from the dropdown menu.

If your item has arrived and you'd like to return it, you'll need to close your existing case before you can open a return request.

How do I check the status of my request or case?

You can find details of how your request is progressing in your Purchase history.

How long should I wait before I ask eBay to step in and help?

Once you've let the seller know that there's been an issue with your purchase, they have 3 business days to make it right. After that, if your issue hasn't been resolved, you can ask us to step in and help.