

Bidding / buying items - retracting a bid or Best Offer

<h2>GUIDE.SUMMARY What A bid or Best Offer may be retracted if it meets the requirements of our Bid Retraction policy.

Whether you can retract your bid or not depends on:

- Why you are retracting your bid
- When your bid was placed and when the listing ends.

- Who
- Use this article to help buyers who want to retract a bid they placed.

- Canceling vs. retracting
- When a buyer removes a bid, it's referred to as retracting a bid.

- When sellers remove bids, it's referred to as canceling bids. See Bidding /

- buying items - not able to bid / seller canceled bid for more information.
- <h2><h2>GUIDE.RELATED_LINKS Related Help Pages

- Retracting a Bid

- http://pages.ebay.com/help/buy/bid-

- retract.html
 Can I retract or cancel my bid?

- http://pages.ebay.com/help/buy/

- questions/retract-bid.html Related articles Not able to bid

- / seller canceled bid Buy it now,

- best offer - proxy, increments Related solutions How to retract a

- Best Offer Buyer - How to

- retract a bid <h2><h2>GUIDE.TALKING_POINTS

General questionsCategory exceptions (trading cards) </a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1068&ViewLocale=en_US#buyer">Buyer questionsSeller questions

 General questions on bid retraction How long does the system take to update the auction once you retract a bid? When you retract your bid, the auction is updated immediately. Which of your multiple bids will be canceled? Every bid you placed on an item will be canceled when you complete the bid retraction form. Does it show anywhere that you retracted your bid? Retracted bids will appear on the bid history of the item. Your total number of bid retractions in the past 12 months is displayed at the top of the feedback as a buyer tab on your Feedback Profile. What if there are fewer than 12 hours left on a listing, and you can't retract a bid? <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1039"

target="_blank">Try contacting the seller to see if they will agree to <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1066"

target="_blank">cancel your bid. You want to retract a bid, but it doesn't meet any of the reasons. If you need to retract a bid but it doesn't meet the reasons: <a

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1039"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1039)

[target="_blank">Try contacting the seller](#) to see if they are willing to <a

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1066"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1066)

[target="_blank">cancel your bid](#). If you retract your bid without a valid reason, keep in mind that it could lead to account restrictions or suspension.

 Note: When you contact a seller to request the cancelation of your bid, it is up to the seller whether or not to cancel your bid. They are not obliged to follow your requests. We usually suggest providing an explanation when you send the email. What is the timeframe to wait for the seller to answer before retracting a bid for not being able to contact the seller? See the <a

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1283"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1283)

[target="_blank">Bid retraction policy](#) for details about when a bid can be retracted. Your child placed this bid without your knowledge.

The account owner is ultimately responsible for any and all activity on that account. The account owner should be provided with the talking points about contacting the seller.

 Can you retract Buy It Now purchases? There is no equivalent for bid retraction in Buy It Now listings. Once you've confirmed your purchase, you are obliged to pay the seller. Category exceptions

 (trading cards - US + CA) Buyer questions Why

cant I retract my bid? To maintain our commitment to a fair marketplace for trading cards, this policy has been put in place to help improve the integrity of trading cards auctions. Retracting your bid on an active trading card listing will be similar to

requesting a cancelation after an auction ends. The seller will be able to service your request at their discretion. We understand mistakes can happen and we encourage sellers to use their best judgment when receiving bid retraction requests from their trading card customers. My seller is not responding but I want to retract my bid, what if they

never respond? Placing a bid on an item results in a binding legal obligation to purchase the item if you win. The only way to retract a bid is with a sellers consent. If the seller does not allow the bid retraction you are obligated to uphold your obligation to pay. Please be mindful as you place your bid. I won the auction but wanted to retract my bid. I am going to file a chargeback with my bank. Placing a bid on an item results in a binding legal obligation to purchase the item if you win. The only way to retract a bid is with a sellers consent. If the seller does not allow the bid retraction you are obligated to uphold your obligation to pay. Please be mindful as you place your bid. Can eBay retract my bid for me? No, eBay cannot retract a bid for the buyer. Why can I retract my bid on other items outside of trading cards? With the explosive interest in trading cards and to maintain our commitment to a fair marketplace, this policy has been put in place to help improve the integrity of trading cards auctions. Can I appeal if a seller canceled the order/commitment claiming I didn't pay for an item? If you havent paid for an item you won in an auction or bought using Buy It Now within 4 calendar days, the seller can cancel your order. However, if you feel this was a mistake, you may be able to appeal the unpaid item by providing some extra information. Visit our help pages for more information on appealing unpaid items. Seller questions A buyer wanted to retract their bid but ended up winning the auction, what do I do? In situations where a buyer is unable to pay after winning an auction, sellers can handle these transactions like any other unpaid item. Visit our help pages for a refresher on our unpaid item policy. If a buyer does not pay

after wanting to retract their bid, will a UPI case open? If a buyer does not pay within 4 calendar days of winning an auction, sellers can cancel the order for non-payment. T his can be done manually on a case-by-case basis or sellers can opt-in to auto cancelations via Seller Preferences > Preferences for items awaiting payment. . My buyer opened a chargeback after I shipped their item out since I didnt accept their bid retraction, what do I do? If youve already shipped the item, you can reach out to the buyer and ask them to ship the item back once received. Visit our help pages for more information on handling payment disputes. Am I covered if a buyer wins a chargeback for wanting to retract a bid? Visit our help pages for more information on handling payment disputes. Why is my buyer asking if I can retract their bid for them? To maintain our commitment to a fair marketplace for trading cards, our updated bid retraction policy requires trading card sellers to approve all bid retractions. This policy has been put in place to help improve the integrity of trading cards auctions. Sellers will now be able to service bid retractions at their discretion. We encourage sellers to use their best judgment when receiving bid retraction requests from their trading card customers. Are there any repercussions for not approving a retracted bid? To maintain our commitment to a fair marketplace for trading cards, our updated bid retraction policy requires trading card sellers to approve all bid retractions at their discretion. This policy has been put in place to help improve the integrity of trading cards auctions. We encourage sellers to use their best judgment when receiving bid retraction requests from their trading card customers. If you feel that a buyer made a genuine mistake, approving a bid retraction can allow other genuine bidders a

chance to win the item.

- What happens if I accept the buyers bid retraction request?
- Once a bid retraction is accepted, the bid will be removed and the auction will proceed with the next highest bidder.
- What if I receive negative/neutral feedback as a result of not allowing the buyer to retract their bid?
- If the buyer has left negative or neutral feedback based solely on non-acceptance of a bid retraction, this would qualify for removal.
- You can request that the feedback be removed through our [seller help tool](https://www.ebay.com/help/seller-help/feedback).

GUIDE.DETAILED_INFORMATION Retracting a Best Offer

If you make an offer as a buyer or a counter-offer as a seller, you can later retract it if it hasn't expired and it hasn't been accepted. You can retract a best offer based on any of the scenarios below. Unlike retracting a bid, you can retract the offer even if the listing will end in less than 12 hours. It's OK to retract a bid or Best Offer if:

- You accidentally entered a wrong bid or offer amount.
- Example: You submitted an offer or bid for \$99.50 instead of \$9.50.
- The description of the item you were bidding on has changed significantly.

Important:

It is against the rules to retract bids or offers for any other reasons. If you retract a bid for other reasons, your seller might report you to our Trust & Safety team. For more, refer to our policy regarding [invalid bid retractions](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1283).

Bids	
When did you place the bid?	What can you do?
More than 12 hours before the listing ends	
A bid can be retracted with more than 12 hours left on the listing.	
All your previous bids will be removed when you retract.	
If you are correcting an error, enter the correct amount right away.	
Exception: If the seller revised the description of the item after you placed your bid, you can retract your bid within the last 12 hours.	

</tr> <tr> <td>Less than 12 hours before the listing ends</td> <td>
You can retract your bid within 1 hour of placing it. Only the last bid you placed will be retracted; any other bids placed before the last 12 hours will remain valid.
If you are unable to retract your bid, you can contact the seller as well. They may <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1066"

target="_blank">cancel the bid for you. </td> </tr>
</tbody> <tbody> <tr bgcolor="c2dfff"> <td colspan="2">Best Offers</td>
</tr> <tr> <td>Status</td> <td>What can you do?</td> </tr>
<tr> <td>Less than 24 hours from placing the Best Offer</td> <td>
Best Offers expire after 24 hours. </td> </tr> <tr>
<td>Seller Accepted or Declined</td> <td> The offer must be active in order for it to be retracted. If the seller has either accepted or declined the offer, you won't be able to retract. </td> </tr> </tbody> </table>

Alternative options If you can't retract your bid anymore, or if your reason for wanting to retract your bid or offer isn't within our guidelines: <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1039#m2m"

target="_parent">Email your seller - If you explain your situation to the seller, they can cancel your bid. Sellers can cancel bids on their listings at any time before the item ends. </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE How to view order details for a purchase/transaction Guide the member to hover over My eBay in the top and click on Purchase History. Refer member to the purchase/transaction in question and click View Order Details on the right. Note: If the purchase/transaction isn't visible immediately on the Purchase History page, change the length of time showing in the drop-down menu beside See orders from. Also check the Hidden transactions by selecting the radio-box beside Hidden. Retracting a bid At the top of the eBay page go to Help and Contact. Search for Retract a bid. Click the

Retract bid button, this page will also give you guidelines on retracting your bid.
Locate the item you want to retract your bid from, and choose the reason why you are
retracting your bid, then click Continue. </h2>