

Contact us

Get the help you need from our automated assistant, or contact an agent

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Ask the Community- opens in new window or tab

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Help

ChristineEnd chat

Oct 11, 6:50 pm

What to do about a restricted/suspended account

Your buying or selling may be restricted if you have unpaid items, overdue eBay fees, or aren't following eBay's policies. Or, if we believe your account has been accessed by someone else, we'll place a temporary block on your account for your safety.

If your account has been restricted, we'll have sent you a message explaining how to resolve the issue. Learn more- opens in new window or tab.

Messages

Resolve unpaid items

Paying eBay fees

Assistant

agent

Sure, I can help you get in touch with an agent. Currently, you can:

Chat with an agent

Est. wait: 5 min

Have us call you

Sorry, this contact option isn't available right now. You can check back later or choose another option.

Assistant

Chat with an agent

It'll be about 6 minutes until an agent's free. Is that OK?

Yes

No

Assistant

Yes

Got it! One of our agents will be with you in about 4 minutes.

You can leave and try again later if you're unable to wait, Ray.

Leave the queue

Assistant

Oct 11, 6:57 pm

Julieper has joined the conversation

Hi Ray, this is Julieper, one of my favourite colleagues. I'll leave you both to it, and I'll be back when you guys are done.

Assistant

ok, good

Hello, welcome to eBay - my name is Julie. Please allow me a few moments to review your details.

Julieper

I'm sorry to know that your account has been suspended. Let me have a look into this for you and I'll do my best to help.

Julieper

yea, I don't owe ebay any fees do I?

I know I had to reset my password a few times

why is my account suspended?

It appears that this suspension has something to do with our additional verification process.

Julieper

Would it be fine if I ask you some questions about you and your activities?

Julieper

I haven't received any emails that I owe fees or anything

yea, go ahead

my activities?

What is your purpose of creating your eBay account?

Julieper

to purchase/buy/sell

I see.

Julieper

May I know what type of items are you planning to sell or list?

Julieper

I had CDs for sale, music items

I don't see them listed any longer?

Are the items in your possession? Or you have a supplier?

Julieper

they are in my possession. I had the CDs listed already on ebay, but I don't see them listed now

I do have a supplier, only when I need more CDs

what has that got to do with anything?

that

The questions I'm asking is part of the assessment if your appeal should be granted or not.

Julieper

Can we proceed?

Julieper

go ahead

Thanks.

Julieper

Is there anyone aside from you who will manage the account? Also, how will you be shipping the items?

Julieper

you mentioned the verification process is why the account has been suspended? My account wasn't verified already?

every time I logged on I verified?

no

As I stated USPS

those questions don't have anything to do with the verification process?

Thanks for answering all of my questions, Ray.

Julieper

If ebay doesn't want to do business with me, I can sell on Amazon

We truly appreciate your selling plans. However, I've carefully checked the account and it appears we've found pattern of activities that present a risk to our eBay community.

Unfortunately, the account cannot be considered for reinstatement.

Julieper

We understand that this may not be the answer which you might have anticipated. However, I'm afraid that I cannot further help you.

Julieper

Since I have provided you the resolution to your account, I will now be ending the chat session.

Thank you for contacting eBay. Keep well and be safe.

Julieper

Oct 11, 7:09 pm

Julieper has left the conversation

Hi again Ray, looks like your chat with our agent has finished. I'll send a copy of your conversation to your email shortly.

Assistant

what kind of activities? I have a right to know

Thanks!

Assistant

buying and selling is what I do on ebay

Keeping a sale on eBay protects both the buyer and seller from fraud, and means the transaction is covered by eBay protections and the eBay Money Back Guarantee.

You should also keep all transactions on eBay because any attempt to complete or enable a transaction outside of eBay is not allowed and can result in actions against your account.

These include blocking communication with other customers, imposing buying or selling restrictions, or suspending your account. [Learn more- opens in new window or tab.](#)

Assistant

go to hell

You seem frustrated Ray. Let's see if I can fix that.

So, how can I help you?

Help

Assistant

7:08 am

Contact an agent

Sure, I can help you get in touch with an agent. Currently, you can:

Chat with an agent

Est. wait: 1 min

Have us call you

Sorry, this contact option isn't available right now. You can check back later or choose another option.

Assistant

Hi Ray! I'm eBay's automated assistant that can help you resolve any buying, selling, or account issues.

I can guide you to the answer or info you need, or get you to an agent who can.

What to do about a restricted/suspended account

Why are my payments on hold?

Understanding account limits

Paying eBay fees

See More

Assistant

What to do about a restricted/suspended account

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Assistant

agent

Sure, I can help you get in touch with an agent. Currently, you can:

Chat with an agent

Est. wait: 2 min

Have us call you

Sorry, this contact option isn't available right now. You can check back later or choose another option.

Assistant

Chat with an agent

It'll be about 2 minutes until an agent's free. Is that OK?

Yes

No

Assistant

Yes

Got it! One of our agents will be with you in about 2 minutes.

You can leave and try again later if you're unable to wait, Ray.

Leave the queue

Assistant

7:17 am

Christine has joined the conversation

Hi heehawman, this is Christine, one of my favourite colleagues. I'll leave you both to it, and I'll be back when you guys are done.

Assistant

Hi, my name is Christine, please allow me a few moments to catch up on your conversation so far

Christine

Hi Ray

Christine

I want know "why" my item is not for sale any longer, what "policy" did I violate? I have never received no message as to what "policy" I violated.

I have spent thousands of dollars on ebay and I had one item (CD) for sale, now it is not listed. what do I need to do?

I'm sorry to know that but no worries as I'm here to review this for you.

Christine

I have had an account on ebay for many years with no problems...

If I don't know the poliocy I violated, then I can't make changes to resolve it...

policy

Please bear with me.

Christine

ok

Thanks

Christine

it says heehawman no longer a registered user....

I have done reviewing your account and it has been suspended because the pattern of activities we have witnessed present a risk to our eBay community.

Christine

what kind of activities, specifically are you talking about? I haven't done anything but give reviews when asked.

"Honest reviews"

your answer is quite "vague" to say the least

don't I have a "right" to no if I am being accused?

know

This may have something to do with your information registration, buying activity, selling activity or the behaviour on the account which does not comply with eBay User Agreement.

Christine

so my account is terminated indefinitely?

but what behavior on the account, I have been using the same registration since 2013?

Unfortunately, this suspension is permanent. You will not be able to participate in any buying or selling activities on eBay.

Christine

so what is the specific behavior/that doe snot comply with ebay policy? I haven't done anything.. I understand you would like to know the exact reason, unfortunately, I'm afraid I can't share or

disclose the specific information due to security reasons and to prevent our members on having any ideas on how to circumvent our policies.

Christine

Are you still connected with this chat? Just checking to make sure that we didn't lost the connection.

Christine

I will file a complaint with the Federal Trade Commission and CFPB. This is America and we have the right to be informed "specifically" of the reason why an account has been suspended or closed without the customer permission

under consumer laws of the US

Federal Trade Commission

I will be filing a law suit as well, good day....

in Federal Court

I want a copy of this chat

I understand you Ray. You will receive a copy of this session through your registered email address on file.

Christine

I didn't receive copy in the so-called message about suspending the account

go ahead send me a copy....Im waiting

We have sent you the notification last October 5, 2021.

Christine

It will be automatically sent once session has been ended.

Christine

I did not receive a reason for account suspension, only vague reason specific reason(s)