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eBay's response to COVID-19

COVID-19 is creating unprecedented challenges for eBay's small business sellers across the country and around the world. We're monitoring the situation closely and our eBay community - our buyers, sellers and employees - remains our top priority.

This page includes details about how eBay is supporting and protecting our community in this difficult time.

We will update this page as the situation evolves - please check back for new information.

Up & Running: How we are helping small businesses get online

On April 2, eBay launched Up & Running, a program specifically designed to help Main Street retailers to get online and selling. Small businesses who are new to eBay can learn more about the program [here](#).

Price gouging, prohibited items: What we're doing to protect our customers

We have taken significant measures to block or quickly remove items that make false health claims or offer products at inflated prices in violation of applicable laws. As of April 2, **we have removed or blocked more than five million listings.** [Learn more](#) about the measures we're implementing across our marketplace.

If you see an item that violates our policies, please [report it](#).

Specific items being blocked include:

- Health care masks including N95/N100 and surgical masks
- Hand Sanitizer/Gel
- Disinfecting Wipes

We are also restricting the listing of the following items:

- Toilet Paper
- Diapers
- Baby Formula
- Baby Wipes
- Tampons
- Lysol disinfectant wipes
- Clorox Bleach

Shipping: Where to get the latest updates

Despite the local measures being put in place to deal with COVID-19, most eBay transactions are occurring without impact. The eBay team is in contact with our shipping partners, and to date, [USPS](#), [UPS](#) and [FedEx](#) are reporting that domestic deliveries are largely continuing as usual. For the latest updates and eBay's advice, please visit our [Covid-19 Community Hub](#).

Customer Service update: How to get the help you need

Despite some changes brought on by the impact of COVID-19, eBay customer service is open. We have thousands of colleagues available to support you, and you can also check out our online service options to get the help you need:

- For sellers: [Seller Help](#) our new one-stop shop for resolving selling issues, is the best place to get help. From there, you can manage returns, items not received and refunds, and you'll find details of how to deal with any recent policy notifications you received. You can also request to have defects and feedback removed from Seller Help too.
- For buyers: Our easy-to-use [online Help](#) has all the support information you need. You can find out how to track your item, contact your seller, what to do if your item hasn't turned up, details on how to start a return, and much more. Go to online Help now and start searching for content related to your issue. If you can't find what you need, scroll to the bottom of any Help page to see options for getting in touch with a member of our team.

Sellers: How to get updates about running your business

eBay is powered by small and medium businesses and we know that these sellers are facing particular challenges at the moment. Find the latest updates from eBay—including details of seller support, protections and shipping updates—on [Seller Center](#) and our new [COVID-19 Community Hub](#). The hub also provides sellers with a place to connect with eBay, share support, and ask and answer questions with fellow sellers.

Support relief efforts: How you can help

Buyers and sellers can support charities that are directly involved in dealing with the impact of the COVID-19 crisis:

- **Sell. Donate. Do Good:** eBay sellers can choose to donate between 10% to 100% of a sale to organizations like Feeding America, Direct Relief and The Opportunity Fund. eBay will match these charitable donations dollar for dollar, up to \$1million, from now until May 31st. [Learn more.](#)
- **Gifts That Give Back:** US shoppers can buy a [Gifts That Give Back](#) (a direct charitable donation) from one of the charities helping with the relief efforts.
- **Give @ Checkout:** Buyers paying via PayPal can donate between \$1 and \$25 during checkout, every time they buy. Each week we'll feature a different charity working on relief efforts.

Stay safe. Stay informed.

The health and safety of our community is most important. Stay up to date and informed on ways to protect your health with sources such as the [Centers for Disease Control and Prevention \(CDC\)](#), [World Health Organization \(WHO\)](#), and your local health department.

Thank you.

Like so many companies, we are doing everything in our power to help our community navigate these uncertain times. We ask that you are patient with us and each other, and treat everyone with kindness. While this situation is unprecedented, we are optimistic that all of us will ultimately emerge stronger and more resilient.

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