

Etsy is a venue where you can purchase unique goods directly from sellers around the world. Whether you are looking for handmade or vintage goods or craft supplies, we want you to have a positive experience shopping on Etsy. Please read on to find out more about your rights, as well as what is expected of you, as a buyer.

This policy is a part of our [Terms of Use](#). By shopping on Etsy, you're agreeing to this policy and our Terms of Use.

1. [Understanding Etsy's Limitations as a Venue](#)
2. [Communicating with Other Etsy Members](#)
3. [Purchasing an Item on Etsy](#)
4. [Leaving a Review of an Item](#)
5. [Creating and Uploading Content](#)
6. [Reporting a Problem with an Order or Returning an Item](#)

1. Understanding Etsy's Limitations as a Venue

Etsy provides a venue for buyers to discover and purchase from sellers around the world. It is important to note that Etsy is not a part of that transaction. By shopping on Etsy, you understand that:

1. You are not buying directly from Etsy, but from one of the many talented sellers on Etsy;
2. Etsy does not pre-screen sellers and therefore does not guarantee or endorse any items sold on Etsy or any content posted by sellers (such as photographs or language used in listings or shop policies);
3. Each seller on Etsy has their own processing times, shipping methods, and shop policies; and
4. You assume responsibility if you provide your own materials for a custom order.

As a member of the community, you have the opportunity to flag an item or a shop that violates any of Etsy's policies. [Flagging](#) is confidential.

2. Communicating with Other Etsy Members

Messages

You can use Etsy's [Messages](#) ("Messages") tool to communicate directly with sellers or other Etsy members. Messages are a great way to ask sellers any questions you have about an item or an order. Messages may not be used for the following activities:

1. Sending unsolicited advertising or promotions, requests for donations, or spam;
2. Harassing or abusing another member or otherwise violating our [Anti-Discrimination Policy](#);
3. Contacting someone after they have explicitly asked you not to; or
4. Interfering with a transaction or the business of another member.

Interference

Interference occurs when a member intentionally interferes with another member's shop in order to drive away their business. Interference is strictly prohibited on Etsy. Examples of interference include:

1. Contacting another member via Etsy Messages to warn them away from a particular member, shop, or item;

2. Posting in public areas to demonstrate or discuss a dispute with another member;
3. Purchasing from a seller for the sole purpose of leaving a negative review;
4. Maliciously clicking on a competitor's Promoted Listings ads in order to drain that member's advertising budget, also known as "click fraud."

Harassment

Any use of Etsy Messages to harass other members is strictly prohibited. Similarly, Messages may not be used to support or glorify hatred or otherwise violate our [Anti-Discrimination Policy](#). If you receive a Message that violates this policy, please [let us know](#) right away.

3. Purchasing an Item on Etsy

When you buy from a shop on Etsy, you're directly supporting an independent business, each with its unique listings, policies, processing times, and payment systems. By making a purchase from a seller on Etsy, you agree that you have:

1. Read the item description and shop policies before making a purchase;
2. Submitted appropriate payment for item(s) purchased; and
3. Provided accurate shipping information to the seller.

You also agree to comply with our [Etsy Payments Policy](#) when you use Etsy Payments, and our [Etsy Gift Card, Credits & Coupons Policy](#) when you purchase or redeem Etsy Gift Cards or Etsy Credits.

4. Leaving a Review of an Item

Reviews are a great way to learn about a seller's items, help good sellers build a strong reputation, or help warn other buyers about a poor experience.

You can leave a [review](#), including a one to five star rating and a photograph of your purchase, for 100 days after your item's estimated delivery date. If an estimated delivery date is not available, the review window opens after the order's [processing time](#) and shipping time have elapsed. You can [edit](#) your review, including the photograph, any number of times during that 100 day period. Your review and/or photograph and [profile information](#) will be publicly displayed on the seller's listing and review pages.

By leaving a review or photograph, you acknowledge that your content may not:

1. Contain private information;
2. Contain obscene, racist, or harassing language or imagery;
3. Violate our [Anti-Discrimination Policy](#);
4. Contain prohibited medical drug claims;
5. Contain advertising or spam;
6. Be about things outside the seller's control, such as a shipping carrier, Etsy, or a third party;
7. Contain threats or [extortion](#);
8. Include [shilling](#) or otherwise falsely inflate a shop's review score; or
9. Undermine the integrity of the Reviews system.

By uploading a photograph to one of Etsy's websites or Etsy's mobile app, you warrant that:

1. You own the photograph or you have the rights or permission to use the photograph; and
2. You understand that, as stated in Etsy's [Terms of Use](#), Etsy has license to use any content you provide to Etsy.

Sellers may [respond](#) to reviews of three or fewer stars. Sellers' responses to reviews must also comply with this policy. Sellers may hide photographs that they do not feel accurately represent their brand, or they may [report](#) reviews that violate our [Terms of Use](#). We reserve the right to remove reviews or photographs that violate our policies or Terms of Use.

5. Creating and Uploading Content

As a member of Etsy, you have the opportunity to create and upload a variety of content, like Messages, text, photos, and videos. In order to keep our community safe and respectful, you agree that you will not upload content that is:

1. Abusive, threatening, defamatory, harassing, or otherwise in violation of our [Anti-Discrimination Policy](#);
2. Obscene or vulgar;
3. In violation of someone else's privacy or [intellectual property rights](#); or
4. False, deceptive, or misleading.

6. Reporting a Problem with an Order or Returning an Item

Etsy's Case System

Although Etsy is not directly involved in a transaction between a buyer and a seller, we provide a case system in the unlikely event that your order does not go as expected. By using Etsy's case system, you understand that Etsy may use your personal information for the purpose of resolving disputes with other members. You can use Etsy's case system to come to a resolution with the seller in the event of a non-delivery or if an item you receive is not as described in the listing. (Click [here](#) to learn more about cases, including your eligibility for opening a case, and how to escalate a case to Etsy.) If you choose a refund as your preferred resolution, keep in mind that Etsy only allows on-platform refunds for a period of 180 days post-transaction. After this 180 window has elapsed, Etsy cannot support on-platform refunds for your order. However, you may still communicate directly with the seller to come to an off-platform resolution. Refunds issued by Etsy will be in your original form of payment, and if such payment is not available, an Etsy credit will be issued.

Non-Delivery

A non-delivery occurs when a buyer places an order but does not receive the item. The following are examples of non-delivery cases:

1. There is no proof that the item was [shipped to the buyer](#).
2. An item was not sent to the address provided on Etsy.

Not as Described

An item is not as described if the buyer can demonstrate that it is significantly different from the seller's listing description or photos. Here are a few examples of not as described cases:

1. The item received is a different color, model, version, or size.
2. The item has a different design or material.
3. The seller failed to disclose that an item is damaged or is missing parts.
4. The buyer received the incorrect quantity of items (e.g., the buyer purchased three items but only received two).
5. The item was advertised as authentic but is not authentic.
6. The condition of the item is misrepresented (e.g., the item is described as new but is used).

Not as described cases can also be filed for late delivery. In order to qualify as late delivery, the buyer must provide proof that all of these conditions have been met:

1. The item(s) were ordered for a specific date or event.
2. The item(s) are rendered useless after that date.
3. The seller did not ship the item(s) according to their processing time or the date agreed upon in Messages.

If Etsy determines that an item is not as described, the seller will be required to refund the order, including original shipping and return shipping. In the event that Etsy needs to refund the return shipping cost on behalf of the seller, that refund may come in the form of an Etsy Credit. For more information about Etsy Credits, please [click here](#).

Ineligible Transactions

Some disputes don't qualify for Etsy's case system. These include:

1. Items that are damaged by shipping carrier (if properly packaged by the seller).
2. Items that have been altered, used, worn, washed, or discarded after receipt.
3. Items that are received after the agreed-upon delivery date due to shipping delays.
4. Items that are returned without a return agreement.
5. Items that are accurately described but don't meet a buyer's expectations.
6. Cost of shipping disputes.
7. Items that are purchased in person.
8. Items [prohibited from sale on Etsy](#), including services and intangible goods.
9. Transactions where payment is not made via Etsy's checkout system.

Requesting a Cancellation

Only sellers may cancel transactions. Buyers may request that a seller cancel an order via Etsy Messages. Note that all cancellations must comply with our [Anti-Discrimination Policy](#).

Returning an Item

Each seller has his or her own return policies, which should be outlined in their Shop Policies. Not all sellers accept returns. If you reside in the European Union, you may be entitled to a 14-day "cooling off period," or a "right of withdrawal," during which you may return an item for any reason. Read more about the EU right of withdrawal in [this Help article](#).