

# Intro to Facebook Marketplace

**Session Duration:**

60-90 minutes

**Subject:**

Facebook  
Social Media  
Shopping

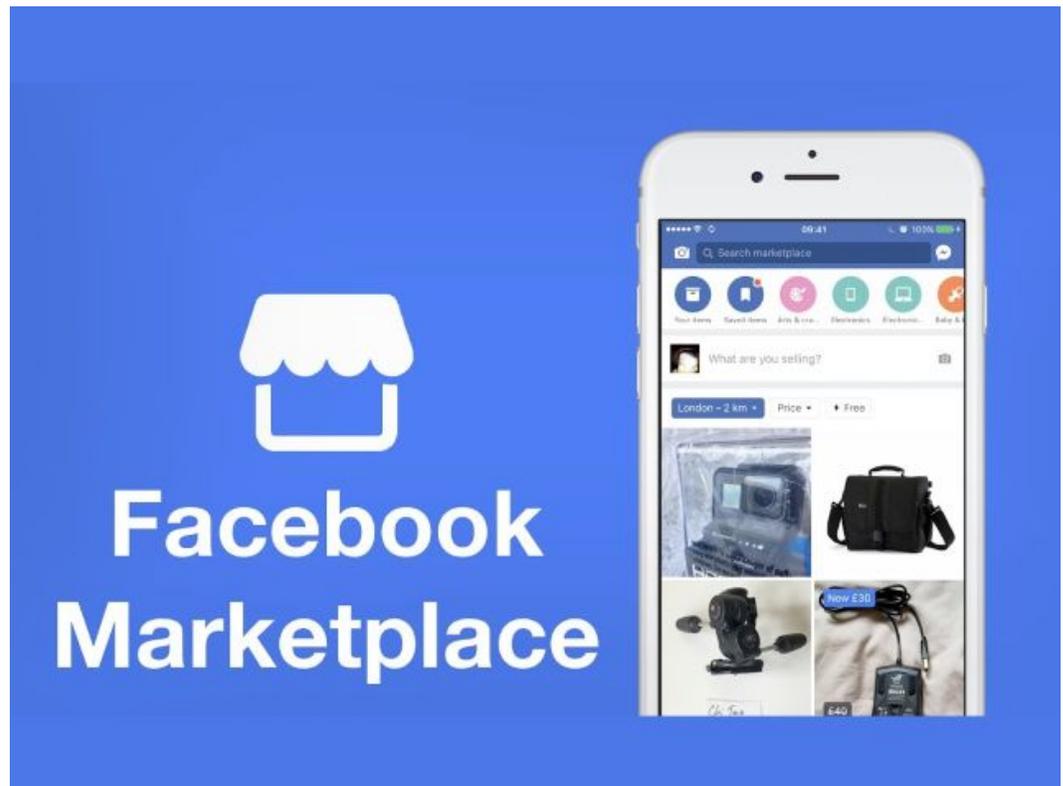
**Materials Needed:**

Mobile device with  
internet connection

Facebook account

**Links to Resources:**

- [Facebook.com/marketplace/learn-more/selling](https://www.facebook.com/marketplace/learn-more/selling)
- [Facebook.com/help/search?query=marketplace&ref=contextual](https://www.facebook.com/help/search?query=marketplace&ref=contextual)
- [Realsimple.com/work-life/selling-on-facebook-marketplace-tips](https://realsimple.com/work-life/selling-on-facebook-marketplace-tips)
- [Frompenniestopounds.com/how-to-use-facebook-marketplace-buy-sell](https://frompenniestopounds.com/how-to-use-facebook-marketplace-buy-sell)
- [Homeworkingclub.com/facebook-marketplace-tips](https://homeworkingclub.com/facebook-marketplace-tips)
- [Cnet.com/how-to/5-tips-for-selling-on-facebook-marketplace](https://cnet.com/how-to/5-tips-for-selling-on-facebook-marketplace)



Move over Craig's List! Welcome to Facebook Marketplace! In this class, we'll take a closer look at Facebook's Marketplace service and compare it to other online selling sites. We'll explore some basic tips and tricks for using the Marketplace. --[Facebook.com/marketplace/learn-more/selling](https://www.facebook.com/marketplace/learn-more/selling)

## Getting Started

### What is Facebook Marketplace?

Marketplace is a convenient destination on Facebook to discover, buy and sell items with people in your community. Marketplace is available in the Facebook app and on desktops and tablets. Look for the at the bottom of the app on iOS or at the top of the app on Android. If using a web browser, you can find this Marketplace icon on the left side of the Facebook page.

### How to access Marketplace

"First, try visiting Marketplace [from this link](#).

[e](#)

**Contact:**

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**Table of Contents...**

<b>Getting Started</b>	<b>1</b>
What is Facebook Marketplace?	1
How to access Marketplace	1
<b>How do I find things to buy on Marketplace?</b>	<b>2</b>
Browse categories:	2
Search for something specific	2
Edit the location or distance	2
Add filters to categories	3
How do I buy something on Marketplace?	3
Tips for Buyers	3
<b>How do returns work with purchases on Marketplace?</b>	<b>4</b>

If the link doesn't work for you, if your access was removed, or if you don't see the  Marketplace shortcut in the Facebook app, please click or tap below for more information.

- The [link](#) works but it says my access was removed
- My access to Marketplace was removed.
- The [link](#) works, but I don't see the  Marketplace shortcut in the Facebook app
- I can't find the Marketplace shortcut in the Facebook app.  
 Try visiting Marketplace from the menu:
  1. Open the Facebook app.
  2. Tap .
  3. Tap . If you don't see , tap See More.”<sup>1</sup>

**How do I find things to buy on Marketplace?**

“To find items on Marketplace, you can search for something specific or browse by category. You can also sort and filter your results, and change the location of the items you're looking for.

**Browse categories:**

1. From facebook.com, click  Marketplace in the top left.
2. Click a category in the left column of Marketplace to browse different categories.

**Search for something specific**

1. From facebook.com, click  Marketplace in the top left.
2. Type something in the search box at the top.
3. Click  on the right.

**Edit the location or distance**

1. From facebook.com, click  Marketplace in the top left.
2. Below Location in the left menu, enter your preferred location.
3. Select the distance you're willing to travel from your location.

<sup>1</sup> [Facebook.com/help/972392066266648?helpref=about\\_content](https://www.facebook.com/help/972392066266648?helpref=about_content)

## How does Purchase Protection work on Marketplace? 4

- How do I file a Purchase Protection claim? 5
- Why does Purchase Protection only cover purchases made with checkout? 5

## How do shipping and checkout work on Marketplace? 5

- How do shipping and checkout work? 6
- What's the difference between shipping and local pickup on Marketplace? 6
- When will I get charged when I buy something using checkout? 7
- When do I get paid for something I sell with checkout? 7
- What if I don't get the item I ordered, or something is wrong with the item? 7
- How do taxes work? 7

Keep in mind that Marketplace currently allows a maximum search distance of **100 miles** or kilometers from a location. To see more Marketplace search results, try entering another location.

Note: If items near your location don't match your search, you may see listings outside of your preferred search distance.

### Add filters to categories

1. From facebook.com, click  Marketplace in the top left.
2. Locate Categories on the left and select a category.
3. You can filter the category you're browsing with the filters on the left (example: Price).

Keep in mind the difference between filtering and sorting your results on Marketplace:

- Filtering allows you to refine your results (example: Category).
- Sorting allows you to organize your results. Learn how to [sort your results](#) by distance or new listings.”<sup>2</sup>

### How do I buy something on Marketplace?

“To buy something on Marketplace, you can send a message to the seller to arrange a sale:

1. From facebook.com, click  Marketplace in the top left.
2. Click an item you want to buy.
3. You can message the seller in 2 ways:
  1. Click Message to send a custom message to the seller.
  2. Click Send to send a message that says "Is this available?"

To see items you want to buy and your conversations with sellers, click **Buying** in the top left of Marketplace.”<sup>3</sup>

### Tips for Buyers

“Here are some tips for buying items on Marketplace:

- Please be patient. Sellers receive many messages and may need time to reply.
- Before meeting the seller, make sure that you know the condition of the item. Both of you should also agree on the price of the item and the exact location of your meeting place.
- When you meet the seller, look over the item and make sure it's

<sup>2</sup> [Facebook.com/help/222424444801203?helpref=about\\_content](https://www.facebook.com/help/222424444801203?helpref=about_content)

<sup>3</sup> [Facebook.com/help/1723922281209915?helpref=uf\\_permalink](https://www.facebook.com/help/1723922281209915?helpref=uf_permalink)

## Create and Manage Listings 8

How do I sell an item on Marketplace? 8

What kinds of things can't be sold on Facebook or Marketplace? 8

How do I mark an item as sold on Marketplace? 9

How do I edit or delete my listing on Marketplace? 10

Why wasn't my Marketplace listing approved? 10

## Tips and Best Practices 11

How can I stay safe on Marketplace? 11

## How do I contact the seller or Facebook for help with my order on Marketplace? 12

How do I contact the seller? 12

Where can I see replies from the seller? 12

How do I file a claim with Facebook? 13

Where can I see replies from

what you want before paying.

- If you can't meet the seller at the time you both agreed on, message them and try to reschedule another time.”<sup>4</sup>

## How do returns work with purchases on Marketplace?

“Items purchased with [checkout from individual sellers](#) are final sale and aren't returnable.

To return something you purchased from a store on Marketplace:

1. Go to your [Payment History](#).
2. Click the order you want to return.
3. Scroll down and click Return Order. If you don't see Return Order, you won't be able to return the product.
4. Follow the on-screen instructions to start the return process.

Returns on Marketplace

- Unless the item is final sale, most items are returnable for at least 30 days after delivery.
- To see the specific return policy for an item, check the Shipping and Returns section of the product page or your [order confirmation](#).
- Buyers usually cover the shipping costs of returns, unless the return is covered by [Purchase Protection](#).

Note: For orders with multiple items, you'll need to request a return for each item separately.

Learn how to [contact the seller or Facebook](#) for help with your order.”<sup>5</sup>

## How does Purchase Protection work on Marketplace?

“Many purchases made with checkout on Facebook are covered by our [Purchase Protection policies](#). Purchase Protection is free, and automatically covers eligible orders.

Purchase Protection means that you can request a refund if:

- You didn't receive your order.
- The product arrives damaged or different than described on the listing (example: the [condition](#) isn't accurate).
- The seller or merchant doesn't follow their stated refund policy.
- The purchase was unauthorized.

<sup>4</sup> [Facebook.com/help/1723922281209915?helpref=uf\\_permalink](https://www.facebook.com/help/1723922281209915?helpref=uf_permalink)

<sup>5</sup> [Facebook.com/help/2021002211472623?helpref=related&ref=related](https://www.facebook.com/help/2021002211472623?helpref=related&ref=related)

Facebook about my claim? 13

Can I get help with something that I didn't buy with checkout on Facebook? 13

**What are deals on Marketplace? 13**

Where do the discounts on Marketplace deals come from? 14

How do I find deals on Marketplace? 14

How do returns, exchanges and shipping work for deals? 14

Who can see my purchases on Facebook? 14

**How do I block someone on Marketplace? 15**

How do I block someone from a Marketplace conversation? 15

**What is a verified profile on Marketplace? 15**

**How do I get the Very Responsive or Community Recommended badge on Marketplace? 16**

If Facebook approves your [Purchase Protection claim](#), you'll get a refund for the full purchase price of the product and any shipping costs.

### How do I file a Purchase Protection claim?

Learn how to [file a purchase protection claim](#) for your order. Which transactions and types of items covered by Purchase Protection? Purchase Protection only applies when you purchase an item with shipping or checkout on Facebook. This means that items purchased with local pickup or with a peer-to-peer payment method (example: PayPal, payments in Messenger, Venmo) aren't covered.

There are some types of items and issues that aren't covered by Purchase Protection. You can see full details for what's covered and excluded from Purchase Protection in our [full policy](#). Some examples of purchases that aren't covered include:

- Vehicles and rentals
- Services
- Orders that cost more than \$2000 (including tax and shipping)

### Why does Purchase Protection only cover purchases made with checkout?

To provide Purchase Protection for an order, we need to be able to track the transaction. When you use shipping or checkout on Facebook, our team can mediate disputes, since we can review details about the order and certain messages that a buyer and seller have exchanged.

The 5% selling fee for items purchased with checkout also helps us provide a support team who can help with your order.

Note: The information above summarizes parts of the [Purchase Protection policies](#) for convenience, and isn't intended to change the Purchase Protection policies.”<sup>6</sup>

### How do shipping and checkout work on Marketplace?

“This article is about items sold by individual sellers with shipping and checkout. Learn about the different [ways to buy and sell](#) on Marketplace.

When you buy or sell an item on Marketplace with shipping and checkout:

- You can buy and sell things from people all over the continental

<sup>6</sup> [Facebook.com/help/228307904608701?helpref=related&ref=related](https://www.facebook.com/help/228307904608701?helpref=related&ref=related)

Very Responsive  
Badge 16

Community  
Recommended  
Badge 16

United States, not just near your location. The seller ships the item directly to the buyer.

- You can pay and be paid securely with checkout on Marketplace.
- Eligible purchases are covered by [Purchase Protection](#).

## How do shipping and checkout work?

Here's what happens when you buy or sell an item with shipping on Marketplace:

1. Seller lists an item for sale on Marketplace and offers shipping.
2. Buyer finds the item through search or browsing categories. The listing will show how much the item and shipping costs.
3. Buyer places a shipping order or messages the seller first.
4. Buyer's full address is shown to the seller on a shipping order. The seller must ship the item within 3 business days, or the order is automatically canceled.
5. Buyer gets tracking info for their order, and we send notifications about the status of their delivery.
6. Order is delivered to the buyer within 10 business days of placing the order. They can message the seller with any questions or issues.
7. If there's an issue with the order, the buyer can message the seller for help. The seller can choose to issue a refund. If the buyer or seller still needs help, they can contact our support team. Eligible purchases are covered by [Purchase Protection](#).
8. Payment goes to the seller's bank account within 15-20 days of marking the item as shipped and entering a tracking number. A selling fee of 5% (or \$0.40 minimum) will be deducted from the amount of the purchase. Learn more about [payments for shipping and checkout](#).

## What's the difference between shipping and local pickup on Marketplace?

When someone sells an item on Marketplace, they can choose to offer local pickup or shipping:

- Local pickup: Buyers message the seller about the item, and they can arrange to meet up in person. Local pickup items aren't covered by Purchase Protection.
- Shipping: Buyers order an item with checkout to pay securely on Marketplace, and sellers ship the item directly to the buyer's address. Many items purchased with shipping are covered by [Purchase Protection](#).
- Both: If a seller offers both local pickup and shipping on an item,

the buyer can choose whichever is more convenient for them. To see if an item can be purchased with checkout, look for checkout on the listing.

Learn more about the differences between [local pickup and checkout](#).

### When will I get charged when I buy something using checkout?

You'll be charged when the seller marks the item as shipped and enters tracking information for the order.

You may also see some temporary authorization (auth) charges on your account. Here's how it works:

1. When you request an order: you'll see a \$1 auth charge in your bank account.
2. When the seller marks the order as shipped and enters tracking information for the order: you'll be charged the full amount of the order.

Please keep in mind that an authorization charge is a temporary hold, not an actual charge. Auth charges should disappear within a few days, and we recommend contacting your bank if you have any concerns about them.

### When do I get paid for something I sell with checkout?

Learn about the [payout process for orders with checkout](#).

### What if I don't get the item I ordered, or something is wrong with the item?

If you have an issue with your item, we encourage buyers to contact the seller directly. Learn how to [ask the seller for help](#) resolving an issue with your order.

If the seller doesn't resolve the issue, we also provide free [Purchase Protection](#) for eligible orders.

Note: All purchases with shipping and checkout are final sale.

### How do taxes work?

We collect applicable sales taxes on items with checkout on Marketplace.

The buyer is responsible for paying sales tax, which is collected at checkout. Learn more about [taxes and Marketplace](#).

For more information, please visit the Help Center section about [shipping](#)

[and checkout.](#)<sup>7</sup>

## Create and Manage Listings

### How do I sell an item on Marketplace?

“When you sell something on Marketplace, you create a public listing that can be seen by anyone on Marketplace and in News Feed, search and other places on or off Facebook. All listings on Marketplace and buy and sell groups must follow our [Commerce Policies](#).

To sell an item on Marketplace:

1. From facebook.com, click  Marketplace in the left menu.
2. Click + Sell Something, then click Item for Sale.
3. Enter a title for your listing, the price, your location and a category for the item (example: Furniture, Baby & Kids). You can also add a description. To mark an item as Free, you can enter 0 as the price.
4. Click + 10 Photos to upload a photo of your item from your computer.
5. Click Post. If Post is grayed out, make sure you've included a title, price, location, photo and category.”<sup>8</sup>

Learn how to [edit your listing](#) or [mark an item as sold](#).

### What kinds of things can't be sold on Facebook or Marketplace?

All items for sale on Facebook need to follow our [Commerce Policies](#). The Commerce Policies apply to:

- Marketplace.
- Buy and sell groups.
- Page shops.
- Instagram shopping.

Here are some common examples of things that **CAN'T** be sold on Facebook:

- Not a real item: Anything that isn't a physical product for sale. For example, “in search of” posts, lost and found posts, jokes, and news aren't allowed.
- Services or event tickets: You can only sell a service (example: house cleaning) or event tickets on Marketplace with Facebook's written permission. Learn more about our policies on [services](#) and [event tickets](#).

<sup>7</sup> [Facebook.com/help/796066857221106?helpref=related&ref=related](https://www.facebook.com/help/796066857221106?helpref=related&ref=related)

<sup>8</sup> [Facebook.com/help/153832041692242](https://www.facebook.com/help/153832041692242)

- Description and photo don't match: The photos of the item must match the description and title of the listing.
- Animal for sale: Selling animals isn't allowed on Marketplace or buy and sell groups. This includes posting about animals for adoption. Keep in mind that it's okay to create a News Feed post or an ad about selling an animal.
- Healthcare: Healthcare-related items aren't allowed (example: thermometers, first aid kits).
- Before and after pictures: Items for sale on Facebook can't show a before and after picture (example: a photo showing weight loss).

If your access to Marketplace was removed for going against the Commerce Policies, [learn what you can do](#). If you see a listing on Marketplace that doesn't follow our Commerce Policies, please [report it](#).<sup>9</sup>

### How do I mark an item as sold on Marketplace?

“You can mark your listing on Marketplace as sold, pending or available.

- **Mark as Sold:** Mark a listing as sold when the sale is complete. After you mark the listing as sold, it won't be visible to anyone else on Marketplace. All buyers who messaged you about the item will get a message saying that the item has been sold. Those Messenger conversations will automatically be [archived](#).
  - From facebook.com, click  Marketplace in the left menu.
  - Click Selling on the left.
  - Click Mark As Sold next to the listing.
  - **Note:** After you mark the item as sold, the buyer of the item will receive a notification to rate you as a seller.
- **Mark as Pending:** Mark a listing as pending when you've agreed to sell the item to a buyer but the sale isn't final yet. All buyers who have messaged you about the listing will get a message saying that the item is pending. New buyers will see that the sale is pending before they can message you.
  - From facebook.com, click  Marketplace in the left menu.
  - Click Selling on the left.
  - Click Mark as Pending next to the listing.
- **Mark as Available:** If you marked a listing as sold or pending, you can change it back to available.
  - From facebook.com, click  Marketplace in the left menu.

<sup>9</sup> [Facebook.com/help/130910837313345?helpref=uf\\_permalink](https://www.facebook.com/help/130910837313345?helpref=uf_permalink)

- Click Selling, then click Mark as Available next to the listing.
- If your listing was marked as sold, click Sold at the bottom first to show your sold listings.
- Buyers who messaged you about the listing before will get a message saying that the item is now available. Those Messenger conversations will be [unarchived](#) if the listing was previously marked as sold.”<sup>10</sup>

### How do I edit or delete my listing on Marketplace?

“You can manage your listings on Marketplace by:

- Editing the details of your listing.
- Deleting your listing.
- Marking your listing as [sold](#) or pending.

To edit the details of your Marketplace listing:

To delete your Marketplace listing:

Note: If you've enabled the Checkout with Shipping option, please keep in mind that listings with active orders can't be edited or deleted. If the listing has an order that's pending, waiting to be accepted or declined, or has been shipped, it can't be edited or deleted.”<sup>11</sup>

### Why wasn't my Marketplace listing approved?

“If you see There are issues with your product next to your listing, it wasn't approved because it goes against our [Commerce Policies](#). Other people on Marketplace can't see this listing.

How do I appeal or delete a listing that wasn't approved?

Please review our [Commerce Policies](#) to see if the item is allowed on Marketplace. You can [delete the listing](#) if it goes against the Commerce Policies.

If you think we made a mistake, please [fill out this form](#) to ask us to take another look. Make sure to click or tap the box next to the item you want to appeal.

To see if your appeal was approved, please check your listing again in about 24 hours.

<sup>10</sup> [Facebook.com/help/1680504982210398?helpref=uf\\_permalink](https://www.facebook.com/help/1680504982210398?helpref=uf_permalink)

<sup>11</sup> [Facebook.com/help/514314075439323?helpref=uf\\_permalink](https://www.facebook.com/help/514314075439323?helpref=uf_permalink)

How do I know which policy my listing goes against?

While you can't see the specific reason a listing was removed, you can learn about the [most common reasons](#) Marketplace listings aren't approved or read our [full Commerce Policies](#).<sup>12</sup>

### Tips and Best Practices

#### How can I stay safe on Marketplace?

- “Protect your privacy: Don't share your financial information (example: PayPal login and password, bank account info) with buyers or sellers. If you're selling electronics, make sure you've cleared any personal information from the device.
- Meet in a safe location: If you're meeting up with someone from Marketplace to buy or sell something, we recommend going to a public location. Read our [tips for meeting someone on Marketplace](#) in person.
- Verify the item in person: If you're buying an item, make sure it's what you want before you pay for it. For high-value items (example: watches, luxury bags), you can request a certificate of authenticity or proof of purchase. If you're not satisfied with an item's condition or have doubts about its authenticity, you can decline to complete the purchase. If the seller offers to ship the item rather than meeting in person, keep in mind that you won't have the chance to verify it.
- Use cash or person-to-person payment methods: Buyers and sellers should offer or accept cash or person-to-person payments available in Facebook Messenger or PayPal. If you choose to pay electronically using wire transfer or money order solutions, avoid payment links and log in directly through the payment method's website. Keep in mind that cashier and certified checks can be counterfeit. Transactions are between the buyer and seller only, and no third-party guarantee should be involved.
- Don't sell recalled items: In many places, it's illegal to sell recalled items. If you're unsure whether the item you're buying or selling has been recalled, look on the website of the item's manufacturer for this information.
- Watch out for counterfeit items: It's illegal to sell counterfeit items in most countries, and counterfeits aren't allowed on Facebook. We recommend that you review any items you buy to make sure that they're genuine. [Learn more about counterfeit items](#).

<sup>12</sup> [Facebook.com/help/2193854224216494?helpref=uf\\_permalink](https://www.facebook.com/help/2193854224216494?helpref=uf_permalink)

- Be cautious when buying or selling cars: Double-check deals that seem too good to be true. Scammers may try to use underpriced items to lure buyers into a scam. Before purchasing a car, you can check Kelley Blue Book or other trusted sites to have an idea of what you would expect to pay for a similar car. You can also try getting a vehicle history report and arranging a car inspection before buying. If you're a seller, be careful about bouncing checks from buyers or paying for fake transportation or insurance costs for your vehicle. [Learn more](#) from the Federal Trade Commission (in the U.S.) or your local government agency about getting the vehicle's history and steps for used car shopping."<sup>13</sup>

### How do I contact the seller or Facebook for help with my order on Marketplace?

"You'll need to contact the seller first before filing a claim with the Facebook team. If you have an issue with something you purchased with checkout on Facebook:

- Please try contacting the seller directly. If they don't reply or resolve the issue, you can contact our team for help, after 2-3 business days:
  - Checkout from stores: You can contact our team after 2 business days.
  - Checkout from individual sellers: You can contact our team after 3 business days.
- File a claim with Facebook. We'll investigate the claim and reply within 48 hours. If your order is covered by our [Purchase Protection](#) policies, we'll issue you a refund.

### How do I contact the seller?

To contact the seller for help with your order:

1. Go to your [Payment History](#).
2. Click the order you need help with.
3. Scroll down and click Get Help With Your Order.
4. Fill out the form with details about your issue and click Send.

Note: For orders with multiple items, please select the specific item you need help with. The seller will be able to see that you've asked for help with an issue, and can respond.

### Where can I see replies from the seller?

<sup>13</sup> [Facebook.com/help/1156544111079919?helpref=uf\\_permalink](https://www.facebook.com/help/1156544111079919?helpref=uf_permalink)

Checkout from stores: Any replies from the seller will be sent to the email you entered at checkout. You can check your email address on the order confirmation page. Please use this email to reply to any messages from the seller, so we can review it if you need to file a claim.

Checkout from individual sellers: Any replies from the seller will be sent to the [message thread](#) between you and the seller. Please only reply to the seller in this conversation, so we can review it if you need to file a claim.

### How do I file a claim with Facebook?

To contact our team for help with your order:

1. Go to your [Payment History](#).
2. Click the order you need help with.
3. Scroll down and click Get Help With Your Order.
4. Fill out the form with details about your issue and click Send.

After you contact Facebook, we'll review the issue and messages that you and the seller sent to each other about this order. Please keep in mind that we can only review certain messages:

- Checkout from stores: We can review the email thread between you and the seller
- Checkout from individual sellers: We can review the messenger conversation between you and the seller

### Where can I see replies from Facebook about my claim?

After you file a claim, we'll reply within 48 hours to the email address you entered at checkout. You can check this email address on the [order confirmation page](#).

### Can I get help with something that I didn't buy with checkout on Facebook?

Only items purchased with checkout on Facebook are eligible for [Purchase Protection](#). Learn what to do if you have a [negative experience](#) with something you bought with local pickup on Marketplace."<sup>14</sup>

### What are deals on Marketplace?

"Businesses who sell their products on Facebook can offer limited-time discounted products as deals on Marketplace. All deals on Marketplace are:

- Available for a limited time.
- Shipped directly to you.

<sup>14</sup> [Facebook.com/help/390433814792564?helpref=related&ref=related](https://www.facebook.com/help/390433814792564?helpref=related&ref=related)

- Not ads. Businesses can't pay to have their products featured as a deal.

### Where do the discounts on Marketplace deals come from?

Discounts on products may be offered for a variety of reasons. For example:

- Temporary discounts can help customers discover new businesses.
- Some sellers use discounts as a core part of their business.
- Facebook sometimes covers all or part of the deals discount to help keep the price low. Look for Discount provided by Facebook at the top of the product page.
- Some deals products are refurbished, which means the original packaging was opened but the product is still like new. Look for Refurbished at the top of the product page.

### How do I find deals on Marketplace?

Deals are only available on the Facebook for iPhone or Android app.

To find deals on Marketplace:

1. Open the Facebook for iPhone or Android app and tap .
2. Scroll down and tap  Marketplace. If you don't see  Marketplace, tap See More.
3. Tap Categories in the top right.
4. Tap Deals.

You can tap Search Deals to search for something, or explore different types of deals.

### How do returns, exchanges and shipping work for deals?

To see the shipping and returns info for a deal, open the listing and scroll down to the Shipping & Returns section. Learn more about [returns and exchanges](#) for products you purchased on Facebook.

If you need help with a deals purchase, you can [contact the business or Facebook](#) about your order. Note: Some deals are covered by our [Purchase Protection](#) Policies.”

### Who can see my purchases on Facebook?

Your friends won't see your purchases in their News Feed, and purchases don't show up on your Timeline. Learn [what data is shared with the seller](#) when you purchase something on Facebook.

Note: To share a deal, you can click or tap Share on the product page.”<sup>15</sup>

## How do I block someone on Marketplace?

“When you block someone who's messaging you on Marketplace, the person will be [blocked on Facebook](#). When you block someone on Facebook:

- You won't be able to see each other's listings on Marketplace.
- You can't send each other any new messages.
- Both you and the person you blocked can still see any messages sent before you blocked them.

If you think someone has violated our [Commerce Policies](#) or [Community Standards](#), please [report them](#).

## How do I block someone from a Marketplace conversation?

To block someone on Facebook from a Marketplace conversation:

1. From the Messenger app, open the conversation with the person you want to block.
2. [Follow these steps](#) to block them.
3. Learn how to [unblock someone on Facebook](#).”<sup>16</sup>

## What is a verified profile on Marketplace?

“Verified profiles on Marketplace aren't available to everyone right now. People who are verified on Marketplace have confirmed their identity with Facebook. To see if someone is verified, you can check their listings or [commerce profile](#) for the  badge.

When a seller is verified on Marketplace, they have:

- Successfully submitted a copy of their ID to our team for verification. Learn what happens when [someone sends their ID to Facebook](#).
- Turned on [two-factor authentication](#) for their Facebook account.

Keep in mind that verification on Marketplace is separate from [verified Facebook profiles and Pages](#).”<sup>17</sup>

<sup>15</sup> [Facebook.com/help/741493836186457?helpref=popular\\_topics](https://www.facebook.com/help/741493836186457?helpref=popular_topics)

<sup>16</sup> [Facebook.com/help/721253628232662?helpref=uf\\_permalink](https://www.facebook.com/help/721253628232662?helpref=uf_permalink)

<sup>17</sup> [Facebook.com/help/2271759806184961?helpref=popular\\_topics](https://www.facebook.com/help/2271759806184961?helpref=popular_topics)

## How do I get the Very Responsive or Community Recommended badge on Marketplace?

“The Community Recommended Badge feature isn't available to everyone right now.

You can find the  Very Responsive or Community Recommended badge on [Marketplace profile](#). Only people on Marketplace can see badges.

### Very Responsive Badge

The  Very Responsive badge on a Marketplace profile means that a seller responds quickly and consistently to messages about their listings.

To get the Very Responsive badge:

- You must have replied to most messages you received over the last 30 days within one hour.

### Community Recommended Badge

The Community Recommended badge on a Marketplace profile means that a seller has been rated positively and consistently by other people on Marketplace. To get the Community Recommended badge:

- Other people on Marketplace must have rated you at least 3 times, and 75% of those ratings must be positive.

Read more of our [tips for sellers on Marketplace](#).”