BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Facebook Marketplace

Buying, selling and staying safe —
explained in plain English, one step at a time

A plain-English guide for neighbors buying and selling online

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For the Facebook app and facebook.com in the U.S. · facts current November 2026

What's Inside

This is your Facebook Marketplace manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. Buyers can start with Part 2, sellers with Part 3, and everyone should read Parts 4 and 5 on meeting safely and spotting scams. If a screen looks a little different on your phone or computer, the idea is still the same.

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PART 1

Getting Started

What Marketplace is, where to find it on your phone or computer, and the few settings that decide what you see and what other people see about you. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. Whoever is reading this guide — this is for **you**. Maybe you've got a garage full of things you'd like to find a new home for. Maybe you're hunting for a good used recliner, a snow blower, or a bicycle for a grandchild, and someone told you, "Just check Marketplace." Or maybe you've heard the scam stories and you're not sure it's safe at all. Wherever you're starting from, you're in the right place.

I'm Bill. With 30+ years of professional experience, I've spent a long time helping people feel at home with their technology, and I serve folks right here in Portage County. I wrote this guide the way I'd explain it sitting beside you at the kitchen table: slowly, in plain English, with your phone in your hand. Any word you might not know, I'll stop and explain right then.

What Marketplace is, in one sentence

Facebook Marketplace is the classified-ads section of Facebook — a place where neighbors post things for sale with a photo and a price, and other neighbors message them to buy. It's free to use, it's mostly local, and for most sales you meet in person and pay the way people always have.

WHAT THIS DOES FOR YOU

What this guide does for you

By the end you'll find good deals near you, ask sellers the right questions, list your own things with clear photos and a fair price, meet buyers and sellers safely, and get paid without getting cheated. Most of all, you'll be able to spot a scam in the first message — so you can enjoy the good side of Marketplace with confidence.

The big promise: you can't break it

Here's the most important thing to know before you start. **You can't break Facebook or your phone by looking around Marketplace.** Browsing is completely free and nobody is notified when you look at a listing. Nothing is sold, bought or charged until you deliberately agree to a deal. So relax and explore. Curiosity is how everyone learns.

The only real dangers on Marketplace come from *people* — a small number of scammers mixed in with a great many honest neighbors. That's why a whole part of this guide (Part 5) is about recognizing them. The rules are simple once you know them, and I'll repeat the important ones more than once on purpose.

FROM BILL

You're never stuck alone

If a message from a buyer or seller ever gives you pause, stop and check before you send anything. You can call me at **(330) 200-8042** and we'll look at it together, with no judgment. There's no such thing as a silly question — especially when money is involved.

— Bill

CHAPTER 2

What Marketplace Is (and Isn't)

Before we tap anything, it helps to understand how Marketplace works, because it's a little different from shopping at a store or on a big website like Amazon.

It's a bulletin board, not a store

When you buy from a store, the store stands behind the sale. On Marketplace, for most deals, **Facebook is just the bulletin board**. It shows you the listing and lets you message the seller, but the deal itself — the price, where you meet, how you pay — is between you and the other person. That's what makes it quick and free, and it's also why a little caution matters.

Kind of listing	How it works
Local pickup (most listings)	You message the seller, agree on a price, meet in person, look the item over, and pay — usually in cash. Facebook charges nothing and isn't involved in the money.
Shipped items	Some sellers offer to ship. You pay through Facebook's own checkout, and that purchase may be covered by Facebook's **Purchase Protection** (Chapter 9).
Listings from other sites	Some listings come from partner sites such as eBay. Tapping to buy sends you to that site to finish, and that site's rules apply.
Businesses and dealers	Car dealers, rental companies and shops post on Marketplace too. Their listings often link to their own website.

Who's on it

Just about everyone. A Pew Research Center survey of U.S. adults in 2025 found that **71%** say they use Facebook, which is why Marketplace has so many listings in nearly every town. That big crowd is the good news — lots of buyers for your things, lots of choices when you shop — and it's also why scammers like it. Where the crowd goes, pickpockets follow.

What it costs

- **Browsing and buying locally:** free. You pay only the price you agree on with the seller.
- **Selling locally:** free. Facebook takes no cut when you meet and get paid in person.
- **Selling with shipping:** Facebook keeps a selling fee from each shipped order (Chapter 15 has the details), and someone pays the postage.

GOOD TO KNOW

Marketplace isn't the same as buy-and-sell groups

You may also see **buy and sell groups** on Facebook — local groups like a town's "yard sale" page. They work much the same way, but they're run by volunteer group admins rather than by Marketplace itself. Everything in this guide about meeting safely and spotting scams applies there too.

CHAPTER 3

Finding Marketplace on Your Phone, Tablet or Computer

Marketplace lives inside Facebook, so you'll need a Facebook account and the Facebook app (or a web browser). If you don't have an account yet, Bill's *Facebook* manual walks you through setting one up. Once you're signed in, here's where to look.

On a phone or tablet

1. Open the **Facebook** app (the blue square with a white "f").
2. Look along the bottom of the screen (on iPhone) or the top (on many Android phones) for a little **storefront** icon — a shop with an awning. That's Marketplace. Tap it.
3. Don't see it? Tap the **Menu** button (three lines, or your profile picture) and look for **Marketplace** in the list of shortcuts. Tap it there.

On a computer

1. Go to **facebook.com** and sign in.
2. In the menu on the left side of the screen, click **Marketplace**. You can also type **facebook.com/marketplace** straight into the address bar.
3. Make a bookmark so it's one click next time.

> TIP
>
> **The computer is easier for selling**
>
> Many people find it easier to *browse* on a phone and to *write a listing* on a computer, where the screen is bigger and there's a real keyboard. Either way works, and anything you list on one shows up on the other.

The main parts of the Marketplace screen

What you see	What it's for
For you / Browse	The main page of listings near you, picked for you. Scroll to see more.
Search	The search box at the top. Type what you're looking for — "recliner", "lawn mower".
Categories	Vehicles, Property rentals, Electronics, Home goods, Free stuff and more. Tap one to see only that kind of listing.

What you see	What it's for
Sell / Create new listing	Where you start a listing of your own (Part 3).
Your account / Selling	Your listings, your saved items, your Marketplace messages and your Marketplace profile. The exact label varies a little between the app and the website.

GOOD TO KNOW

What about the separate "Seller" app?

In July 2026 Meta released a separate iPhone app called **Seller** for people who sell a lot on Marketplace — think resellers with dozens of listings. You do **not** need it. Everything in this guide works in the regular Facebook app and on facebook.com.

CHAPTER 4

Your Location, Your Distance & Your Marketplace Profile

Two settings shape your whole Marketplace experience: **where** Facebook thinks you are, and **how far** you're willing to travel. And one thing shapes how others see you: your Marketplace profile. Let's set all three.

Setting your location and distance

1. Open Marketplace.
2. Near the top, tap or click the **location** shown (it may say your town, or a distance like "40 mi").
3. Type your town or ZIP code, or let Facebook use your current location.
4. Choose a **radius** — how far away listings can be. For local pickup, 10 to 25 miles is a comfortable start. You can always widen it later.
5. Tap **Apply** (or the similar button) to save.

> **HEADS UP**
>
> **Your location is shown roughly, not exactly**
>
> Marketplace shows buyers your general area, not your street address. Keep it that way. Never put your house number in a listing, and don't share your address until you've decided to meet someone at home — and even then, consider the public-meeting options in Part 4 first.

Your Marketplace profile — what buyers and sellers see

When you message someone on Marketplace, they can tap your name to see your **Marketplace profile**. You can tap theirs too, and you should (Chapter 6). It shows things like:

- Your name and profile picture.
- Roughly how long you've been on Facebook.
- Your other Marketplace listings.
- **Ratings and reviews** from people you've bought from or sold to.

- Since March 2026, Facebook has added a short **summary written by Meta AI** at the top of Marketplace profiles: how long the person has been on Facebook, their number of friends, and a brief overview of their Marketplace activity and seller ratings.

The new Facebook Verified badge

In July 2026 Facebook began rolling out a free badge called **Facebook Verified**. You record a short video selfie, Facebook checks that it matches the photos already on your profile, and a check mark in a white circle appears next to your name on Marketplace, Groups, Dating and your profile. It's meant to show that a real person is behind the account. It's rolling out gradually, so you may not have the option yet; the "Ways Facebook Marketplace Can Make Life Easier" topic covers it in more detail.

GOOD TO KNOW

Facebook Verified is not Meta Verified

Don't mix these up. **Facebook Verified** (white-circle check mark) is free. **Meta Verified** (the blue badge) is a separate, paid subscription. AMarketplace buyer or seller does not need to pay for anything to look trustworthy — and nobody from Facebook will ever message you asking for money to "verify" your account.

TIP

A badge helps, but it isn't a guarantee

A verified badge tells you a real person made the account. It doesn't tell you that person is honest, that the item works, or that the deal is fair. Keep using the checks in this guide with everyone, badge or no badge.

PART 2

Buying

Finding what you want, reading a listing like a pro, messaging the seller, and paying for it — in person or by shipping — without getting burned.

CHAPTER 5

Browsing & Searching

There are two ways to shop on Marketplace: wander, or search. Wandering is fun — like strolling a flea market. Searching is faster when you know what you want.

Searching for something specific

1. Open Marketplace and tap the **search** box (the magnifying glass) at the top.
2. Type a few plain words — "oak dresser", "riding mower", "Craftsman tools". Fewer words usually finds more.
3. Tap **Search** (or press Enter on a computer). Listings near you appear, usually with the closest or most relevant first.
4. Scroll through. Tap any listing to see more photos and the full description.

Narrowing the results with filters

After you search, look for **Filters** (or a row of buttons under the search box). The choices vary a little by category, but these are the useful ones:

Filter	What it does
Location and radius	Change the town or how many miles away to look (Chapter 4).
Price	Set a minimum and maximum so you only see what fits your budget.
Condition	New, used — like new, used — good, used — fair. Sellers choose this themselves, so always look at the photos too.
Delivery method	Choose **Local pickup** to see things you can go get, or **Shipping** to see items that can be mailed to you.
Sort	Show the newest listings first, the closest first, or the lowest price first.

TIP

Sort by newest for the best deals

Good, fairly priced things often sell within hours. If you're hunting for something popular, sort by **Date listed: newest first** and check once or twice a day. You'll see new listings before most other buyers do.

Saving listings to come back to

When you see something you like but aren't ready to message about, tap **Save** (often a bookmark or a little ribbon shape) on the listing. Your saved items are kept in your Marketplace account area, so you can find them again without searching. Saving is private — the seller isn't told.

Browsing by category

Not sure exactly what you want? Tap **Categories** and pick one — Home goods, Garden, Tools, Furniture, Vehicles, Free stuff and so on. The **Free** category is worth a look: people give away perfectly good furniture, plants, firewood and moving boxes just to be rid of them.

GOOD TO KNOW

Why you see some things you didn't ask for

The main Marketplace page is picked for you based on what you've looked at and searched for before. If it fills up with things you don't care about, just search for what you *do* want a few times, and the suggestions will drift your way.

CHAPTER 6

Reading a Listing Like a Pro

A minute spent reading a listing carefully saves a wasted trip — and it's your first line of defense against scams. Here's what to look at, in order.

The five-point listing check

1. **The photos.** Are they real photos of a real item in someone's home or garage, or do they look like glossy catalog pictures? Catalog-style photos on a used item are a warning sign. Look for several angles, and for any scratches, stains or damage.
2. **The price.** Is it in line with similar listings? Search for the same item and compare. A price far below everyone else's is the single most common lure scammers use.
3. **The description.** Does it give real details — size, age, model number, why they're selling? Very short, vague, or copy-and-paste descriptions deserve extra caution.
4. **The location and delivery method.** Is it near you and marked for **local pickup**, or **shipping**? A seller far away who wants you to pay first for an item they "can't" show you is a classic setup.
5. **The seller.** Tap the seller's name to see their Marketplace profile (next section).

Checking the seller's profile

- **How long have they been on Facebook?** A brand-new account selling expensive things is a red flag. Years on Facebook is reassuring (though not a guarantee — accounts can be hacked).
- **Ratings and reviews.** Other buyers' comments tell you a lot. No ratings isn't bad on its own — everyone starts somewhere — but a long string of happy buyers is a good sign.
- **Other listings.** Are they selling one household's worth of ordinary things, or dozens of the same expensive item ("10 new iPhones!")? The second is a warning sign.
- **A verified badge** (Chapter 4) means a real person is behind the account. Nice to see, not required, and not proof of honesty.

SCAM ALERT

"Too good to be true" is the oldest trick there is

A nearly new riding mower for $100. A late-model car for half its value. Concert tickets at face value for a sold-out show. These listings exist to make you excited enough to skip your usual caution. When a deal makes your heart jump, slow down — that's exactly the moment to be careful.

Words you'll see in listings

You see	It means
OBO	"Or best offer" — the seller will consider a lower price.
Firm	The price isn't negotiable. Don't haggle; just decide.
PPU	"Porch pickup" — the seller leaves the item outside for you to collect, often after you've paid. Fine for small, inexpensive items with a seller who has good reviews.
Pending	Someone else has a hold on it. You can still ask to be next in line.
Cross-posted	The item is also listed elsewhere, so it may sell quickly.

CHAPTER 7

Messaging a Seller

All conversations on Marketplace happen in Facebook's messages. You don't need to share your phone number or email with anyone — and it's safer if you don't.

Sending your first message

1. Open the listing and tap **Message** (or **Send seller a message**).
2. Facebook offers a ready-made message such as "Hi, is this available?" You can send it as is, or tap it and type your own.
3. Tap **Send**. The conversation appears in your Marketplace messages, and in Messenger if you use it.

> **TIP**
>
> **Ask a real question instead of "Is this available?"**
>
> Sellers get dozens of "Is this available?" messages and many go nowhere. A specific question — "Hi, is the dresser still available? Are all the drawers sturdy? I could pick it up Saturday morning" — shows you're serious and usually gets a faster, friendlier answer.

Good questions to ask before you go

- Does it work? Can I see it working when I pick it up?
- Any damage, smells, pets or smoking in the home? (Important for furniture and fabric.)
- What are the exact measurements? (Measure your doorway and your car, too.)
- Why are you selling it?
- Where can we meet, and when? (See Part 4 for the safest choices.)
- For big items: will you help load it, or should I bring a helper?

Automatic replies from the seller

Since March 2026, sellers can turn on **auto replies** drafted by Meta AI. When you ask whether something is available, you may get an instant answer built from the listing — the price, the pickup area, whether it's still for sale. That's normal and not a scam. For real questions about condition or meeting, wait for the seller's own answer.

Making an offer

Haggling is normal on Marketplace, within reason. If a listing says OBO, it's fine to offer a bit less: "Would you take $60?" Be polite, and if the answer is no, that's that. Very low offers ("I'll give you $10 for your $200 table") annoy sellers and rarely work.

STAY SAFE

Keep the conversation inside Facebook

If a seller quickly asks you to text them, email them, or move to another app ("Facebook messages are glitchy, text me at this number"), be cautious. Scammers like to get you off Facebook, where there's no record and Facebook can't step in. Honest sellers are usually happy to keep chatting right where you started.

CHAPTER 8

Picking Up & Paying in Person

Most Marketplace purchases end the old-fashioned way: you meet, you look, you pay, you take it home. Here's how to make that smooth and safe. Part 4 goes deeper on choosing the meeting place.

Before you leave the house

- **Confirm the time and place** in Facebook messages, so there's a written record.
- **Tell someone** where you're going, who you're meeting, and when you expect to be back.
- **Bring the exact cash** if you can, in small bills, so nobody has to make change.
- **Bring what you need to test it** — batteries, a phone charger, a tape measure.
- **Bring a helper** for anything heavy, and for peace of mind.

At the meeting

1. Look the item over carefully. Open drawers, check the legs, read the model number.
2. Ask to see it working. For electronics, ask the seller to power it on. For tools, ask them to run it for a moment.
3. If anything doesn't match the listing, it's fine to say "No thank you" and leave. You're not obligated to buy.
4. Once you're happy, pay. Count the cash out loud as you hand it over.
5. Thank them, load up and go.

How to pay

Payment	When it makes sense
Cash	The simplest and safest for local pickup. Pay only after you've seen the item.
Your bank's Zelle	Works like handing over cash — instant and generally can't be undone. Use it only at the meeting, with the item in your hands, and never as a "deposit" ahead of time. Bill's *Online Banking* manual explains why.
PayPal, Venmo, Cash App	Also like cash when sent as a personal payment. Same rule: only in person, after you've seen it.
Facebook checkout	Only for items marked for shipping. This is the one way to pay on Marketplace that can come with Facebook's Purchase Protection (next chapter).

SCAM ALERT

Never pay a deposit to "hold" an item

"Lots of people want it — send $50 by Zelle and I'll hold it for you." This is one of the most common Marketplace scams. Once you send it, the "seller" disappears. An honest seller can hold something on their word, or sell to whoever shows up first. Either way, you never pay before you see it.

CHAPTER 9

Buying Something That's Shipped — and Purchase Protection

Some sellers offer to mail their items. When they do, Marketplace becomes more like ordinary online shopping: you pay through Facebook, the seller ships, and Facebook keeps a record of the order. This is the part of Marketplace where Facebook stands behind the sale — but only if you follow its rules.

How a shipped purchase works

1. Find a listing that offers **shipping** (use the **Delivery method** filter in Chapter 5).
2. Tap **Buy now** (or the similar checkout button) on the listing. Don't message the seller to arrange a different way to pay.
3. Enter your shipping address and payment card in Facebook's checkout. Check the total, including shipping and tax.
4. Confirm the order. Facebook shows it in your Marketplace orders, with tracking once the seller ships.
5. When it arrives, open it promptly and check it against the listing.

What Purchase Protection covers

Facebook's **Purchase Protection** is designed for orders paid through Facebook's own checkout. Eligible listings show a small **shield** and the words **"Covered by Purchase Protection."** In plain terms, it can help when:

- Your item never arrives.
- What arrives is significantly different from the listing — broken, the wrong item, or not as described.
- The seller doesn't honor the refund policy in their listing.

What it does NOT cover

Not covered	Why it matters
Local pickup purchases	If you met in person and paid, Purchase Protection doesn't apply.
Paying any other way	Payments by Zelle, Venmo, PayPal, payments inside Messenger, or any arrangement made in messages instead of checkout are not covered.
Some kinds of items	Facebook excludes things like vehicles, rentals and services.

Not covered	Why it matters
Big orders	Facebook lists orders over $2,000 (including tax and shipping) among those not covered.

If something goes wrong with a shipped order

1. First, message the seller through the order and explain the problem calmly. Facebook expects you to give them a chance to fix it.
2. If the seller doesn't resolve it within **2 business days**, open the order in your Marketplace account and choose the option to get help or file a Purchase Protection claim.
3. Add photos of what you received and keep the packaging until it's settled.

HEADS UP

Leaving checkout leaves your protection behind

A seller may say, "Facebook fees are high — just send me the money by Zelle and I'll ship it." The moment you agree, Purchase Protection is gone and you're trusting a stranger with no safety net. For a shipped item, either use Facebook's checkout or don't buy it.

TIP

Pay with a credit card when you can

Using a credit card in Facebook's checkout gives you a second safety net: if something goes badly wrong, you can also dispute the charge with your card company. It's one more reason to keep shipped purchases inside checkout.

PART 3

Selling

Getting your things ready, taking photos that sell, setting a fair price, answering buyers, getting paid safely, and — if you choose to — shipping.

CHAPTER 10

Getting Ready to Sell

A little preparation makes selling faster and keeps you safer. Before you take a single photo, spend ten minutes on these.

Is it worth listing?

Marketplace is wonderful for furniture, tools, yard equipment, bicycles, appliances, children's gear, collectibles and household goods — especially big things that are a nuisance to ship. Very small, inexpensive items may not be worth the messages and meetings; a yard sale or a donation might be easier. There's no wrong answer.

Get it ready

- **Clean it.** A wiped-down item photographs better and sells faster.
- **Find the details.** Brand, model number, size, age. Look for a label on the back or underneath and snap a photo of it — buyers love that.
- **Test it.** If it works, say so. If it doesn't, say that too ("for parts or repair").
- **Gather the extras.** Manuals, remotes, chargers, attachments. Listing them adds value.
- **Measure it.** Height, width and depth for furniture. It saves a dozen questions.

Things you shouldn't sell

Facebook has **Commerce Policies** listing what can't be sold — for example weapons and ammunition, prescription medicines, alcohol and tobacco, animals, and anything recalled or counterfeit. If a listing breaks a rule, Facebook may reject it (Chapter 25 explains what to do). When in doubt, check Facebook's Help Center before you list.

STAY SAFE

Protect your privacy before you start

Marketplace listings can be seen by anyone nearby. Before you photograph something at home, look at what else is in the picture: mail with your name, family photos, your house number, a window showing your street, a car license plate, valuables on a shelf. Move them out of the frame. A plain wall or the garage floor makes a better background anyway.

CHAPTER 11

Taking Photos That Sell

Photos are the first thing buyers see, and good ones are the biggest difference between something that sells in a day and something that sits for a month. You don't need a fancy camera — your phone is plenty.

Five habits for good photos

1. **Use daylight.** Near a window or outdoors on a bright, overcast day is ideal. Turn off the flash; it makes harsh shadows and glare.
2. **Clear the background.** A plain wall, a clean floor, or the driveway. Clutter distracts and can reveal private things.
3. **Take several angles.** Front, back, sides, close-ups of any labels, and the item in use if possible (a lamp turned on, a mower running).
4. **Show the flaws honestly.** A close-up of the scratch or stain builds trust and prevents unhappy buyers and wasted trips.
5. **Hold steady and fill the frame.** Get close enough that the item fills most of the picture. Tap the screen on the item to focus before you take the photo.

TIP

Make the first photo your best one

The first photo is the one shown in search results, so choose the clearest, brightest, straight-on shot as your first picture. When you add photos to a listing, you can usually drag them into a different order.

A photo of the label is worth a paragraph

For appliances, tools and electronics, take one clear photo of the model-number sticker. Serious buyers look the model up to check reviews and parts, and it saves you typing.

HEADS UP

Never use someone else's photos

Copying photos from a store's website or another listing is against Facebook's rules — and it's exactly what scammers do, so buyers are rightly suspicious of it. Always photograph the real item you're selling.

CHAPTER 12

Creating Your Listing & Setting a Price

Now the fun part. Here are the steps on a computer, followed by the phone. They ask for the same things in the same order.

On a computer

1. Go to **facebook.com** and click **Marketplace** in the left-hand menu.
2. Click **Create new listing**, then choose **Item for sale**.
3. Click **Add photos** and choose your photos from the computer.
4. Fill in the **title**, **price**, **category** and **condition**. Add a **description** with the details from Chapter 10.
5. Check your **location** — it should show your town or general area, not your street address.
6. Click **Next**. (It stays grayed out until the required boxes are filled in.)
7. Review everything, then click **Publish**.

On a phone or tablet

1. Open the Facebook app and tap the **Marketplace** storefront icon.
2. Tap **Sell** (or **Create listing**), then choose **Items** or **Item for sale**.
3. Tap to add photos — take new ones or pick from your phone's photos.
4. Fill in the title, price, category, condition and description.
5. Tap **Next**, check the details and delivery options, then tap **Publish**.

GOOD TO KNOW

Selling a car, a house rental or a free item

Cars, trucks and boats use **Vehicle for sale** instead of Item for sale, with boxes for year, make, model and mileage. Homes for rent use a separate rental option. To give something away, list it as an item with a price of **0** and it shows as free.

Let Meta AI write a first draft (optional)

Since March 2026, Facebook can do some of the typing for you. When you add photos, Meta AI may offer to **create a draft listing** — a suggested title, details, and even a suggested price based on similar items listed in your area. Treat it like a helpful first draft: read every word, fix anything it got wrong (it can mistake a brand or size), and set the price

you're happy with. The "Ways Facebook Marketplace Can Make Life Easier" topic walks through it.

Writing a title and description that work

Part	What to write
Title	What it is, plus the brand and one key detail: "Craftsman 22-inch Push Mower — Runs Great." Buyers search with plain words, so use them.
Description	Size, age, condition, what's included, any flaws, and how pickup works: "Pickup only, Ravenna area, weekday evenings or Saturday morning."
Condition	Be honest. "Used — good" with a photo of the scuff beats "Like new" and a disappointed buyer.

Setting a fair price

- **Search Marketplace** for the same item near you and see what others are asking. Note that asking prices aren't always selling prices.
- **Check what it sold for elsewhere.** On eBay, search the item and filter for **Sold** items to see what people actually paid.
- **Price a little above your lowest number** if you're willing to haggle, and say "OBO". If you'd rather not haggle, price it fairly and say "Firm".
- **Lower it if it sits.** If nobody has asked after a week, a modest price drop often gets things moving. You can edit the price any time.

TIP

Honest listings sell faster

It's tempting to make things sound perfect. But buyers who arrive and find a flaw you didn't mention will often walk away — or haggle hard. A clear, honest listing attracts the right buyer the first time.

CHAPTER 13

Answering Buyers & Handling Offers

Once your listing is live, messages start arriving — sometimes a lot of them. Here's how to keep it manageable and pleasant.

Where buyer messages show up

Messages about your listing appear in your Marketplace messages (in the Marketplace area of the app) and in Messenger, grouped under the listing they're about. You'll get a notification when a new one arrives.

Turning on automatic replies

Since March 2026, Facebook lets sellers turn on **auto replies** drafted by Meta AI. When a buyer asks "Is this available?", Facebook can answer for you using your listing's price, availability and pickup area. You can switch it on, preview it and edit it while you're creating the listing. It's a real time saver when a popular item brings in many messages.

Handling the common messages

Buyer says	A friendly reply
"Is this available?"	"Yes! It's still available. Pickup is in the Ravenna area. When would you like to come?"
A reasonable offer	Accept it, counter politely ("I could do $70"), or say no thanks. It's your decision.
A very low offer	"Thanks, but I'm firm at $80." You don't owe anyone an argument.
"Can you hold it?"	Your choice. Many sellers hold only for a set time ("until 6 tonight") and sell to the first person who actually shows up.
"Can you deliver?"	Only if you want to. It's perfectly fine to say pickup only.

Marking an item pending or sold

When you've agreed on a sale, you can mark the listing as **pending** so new buyers know it may be gone. After the sale, mark it as **sold** (Chapter 16) so the messages stop.

TIP

No-shows happen — don't take it personally

Some buyers agree to come and simply never arrive. It's the most common annoyance on Marketplace. Keep the next person's message handy, and send a short reminder an hour before the meeting time: "Still on for 2 o'clock?" If you don't get an answer, move on.

STAY SAFE

Keep your phone number to yourself

You never need to give a buyer your phone number or email. Keep everything in Facebook's messages. A buyer who insists on your number "to verify you" is almost certainly running the code scam in Chapter 20.

CHAPTER 14

Getting Paid Safely

This is where most seller scams happen, so it's worth knowing the rules cold. The good news: there are only a few, and they're easy to remember.

The safest ways to get paid

Method	How to do it safely
Cash, in person	The gold standard for local sales. Count it before you hand over the item. For large amounts, meet at your bank so you can deposit it right away.
Zelle, in person	Fine if the money shows up in *your* bank app — not a screenshot on their phone, and not an email — before the item leaves your hands.
Facebook checkout	For shipped items only. Facebook collects the money and pays it out to you.

Ways to say no to

- **Personal checks, cashier's checks and money orders** from strangers. Fake ones can look perfect, and your bank may make the money available before it discovers the fake — then take it back from you weeks later.
- **Any payment that's more than your price**, with a request to send back the difference. That's always a scam (Chapter 20).
- **Emails that say you've been paid**, especially ones that say you must "upgrade" or pay a fee to receive it. Real payments show up in your bank or app, not just in your inbox.
- **Gift cards, crypto, or wire transfers.** No honest buyer pays this way.

SCAM ALERT

Watch the money arrive with your own eyes

The single rule that defeats most payment scams: **don't let the item go until the money is in your account, as shown in your own bank or payment app.** Not a screenshot. Not an email. Not "it's pending, it'll show up later." If it isn't there, the item stays with you.

Spotting a fake bill

Counterfeit cash is uncommon but not unheard of with larger sales. Hold a bill up to the light: real U.S. bills of five dollars and up have a faint portrait watermark and a thin security strip. For a big cash sale, meeting at your bank lets the teller check and deposit the money on the

spot.

CHAPTER 15

Shipping Your Item (If You Choose To)

You never *have* to ship. Many sellers stick to local pickup, and it's simpler. But offering shipping lets buyers across the country see your listing, which can help with collectibles, small electronics, books and clothing.

How shipping on Marketplace works

1. When you create the listing, choose a delivery method that includes **shipping**.
2. Enter the package's weight and size accurately, and choose who pays postage.
3. A buyer pays through Facebook's checkout. You'll be notified that you have an order to ship.
4. Print a shipping label — Facebook offers **prepaid shipping labels** to some sellers, or you can buy your own at the post office and add the tracking number to the order.
5. Pack the item well and ship it promptly. Facebook shows your shipped orders in one place so you can keep track.
6. Facebook pays you after the order is complete, minus its selling fee.

What it costs

Facebook charges sellers a fee on each shipped order. As of 2026 it's widely reported as **10% of the order, with a minimum of $0.80**, figured on the item price plus buyer-paid shipping and tax. Local pickup sales have no fee at all. Facebook shows the fee before you finish the listing, so check the current number there.

HEADS UP

Get the weight and size right

Facebook's prepaid labels depend on the weight and dimensions you enter. If packages keep turning out heavier or bigger than you said, Facebook can take away your access to its prepaid labels. Weigh the packed box on a kitchen or bathroom scale before you list.

Shipping safety rules

- **Only ship orders paid through Facebook's checkout.** Never ship because a buyer sent you a screenshot, an email or a "pending" payment.
- **Only ship to the address on the Facebook order.** A buyer who asks you to ship somewhere else, or to use "their own courier", is a red flag (Chapter 21).

- **Never pay a buyer's "shipping insurance" or "courier fee".** That's a scam every time.
- **Keep your receipt and tracking number** until the buyer has the item and the sale is closed.

TIP

Not sure it's worth it? Start local

Shipping adds packing, postage, fees and a little paperwork. For your first few sales, I'd suggest sticking to local pickup until you're comfortable. You can always add shipping to a listing later.

CHAPTER 16

After the Sale: Sold, Reviews & Tidying Up

A few small steps after each sale keep your Marketplace tidy and your reputation strong.

Mark it as sold

1. Open your listings (in the Marketplace area, look for **Selling** or **Your listings**).
2. Find the item and tap **Mark as sold**.
3. If Facebook asks who bought it, choose the buyer from the list. That lets you rate each other.

Editing or removing a listing

From the same list of your listings, you can tap an item to **edit** it — change the price, add photos, fix the description — or **delete** it if you've changed your mind. If you also posted it in a buy-and-sell group, the group post and the Marketplace listing are edited separately.

Ratings and reviews

After a sale, buyers can rate sellers (and sellers can rate buyers). Good ratings help your future listings, and reading other people's ratings helps you decide whom to trust. A few things to know:

- Reviews are left in the Facebook **app** on a phone or tablet, not on the website. You can start one from the listing or from your messages with the other person.
- Be fair and specific: "Item exactly as described, friendly and on time."
- If you later block someone, the review you left them is no longer shown publicly.

WHAT THIS DOES FOR YOU

A good reputation makes everything easier

After a handful of smooth sales with good ratings, buyers trust you faster, ask fewer questions, and are less likely to haggle. Being prompt, honest and polite is the whole secret.

PART 4

Meeting Safely

Where to meet, when, and with whom — plus how to handle big items that have to be picked up from your home. A few simple habits make in-person deals safe and pleasant.

CHAPTER 17

Choosing a Safe Place to Meet

The great majority of Marketplace meetings are perfectly friendly: two neighbors, a quick look, a handshake. A few sensible habits keep it that way, and they cost nothing.

The best places to meet

Place	Why it's good
A police station "safe exchange zone"	Many police departments set aside a well-lit, camera-watched spot in their parking lot or lobby for exactly this. It's the best choice of all, and an honest buyer or seller will happily agree to it.
Your bank's lobby, during business hours	Excellent for larger cash sales: cameras, staff, and a teller who can check and deposit the money right away.
A busy store parking lot, in daylight	Near the entrance, where there are people and cameras — not a far corner.
Inside a busy coffee shop or library	Good for small items you can carry in.

Finding a safe exchange zone near you

Not every police department has a marked exchange zone, and the rules vary — some are open around the clock, some only when the station is staffed. The easiest way to find out is to call your local police department's **non-emergency** number (never 911 for this) or look at their website, and ask: "Do you have a safe exchange spot for online sales?" Many sheriff's offices and city police departments do.

> **TIP**
>
> **Suggesting the police station is a scam filter**
>
> Here's a lovely side benefit: when you say "Let's meet in the police station parking lot," honest people say "Great!" Scammers and thieves tend to make excuses or vanish. Their reaction tells you a lot.

Your meeting checklist

1. **Meet in daylight** whenever you can.
2. **Bring someone with you**, or at least have a friend or family member know exactly where you are.

3. **Share your plan** — who, where, when — with someone you trust. Facebook's own safety advice suggests this too.
4. **Agree on everything in writing** in Facebook messages first: the price, the place, the time.
5. **Keep your phone charged** and with you.
6. **Bring only the cash you need**, and keep it out of sight until it's time to pay.
7. **Trust your gut.** If the other person changes the place at the last minute, seems to be trying to get you somewhere quiet, or anything feels wrong, leave. No deal is worth your safety.

Setting your preferred meeting style

Marketplace lets sellers show a preferred way to hand things over — such as a **public meetup**, **door pickup** or **door drop-off** — on the listing. If you only meet in public, choosing that option tells buyers up front and saves you an awkward conversation.

STAY SAFE

Cars are a special case

Buying or selling a vehicle means meeting a stranger and often handing over keys for a test drive. Meet at a police exchange zone or a mechanic's shop, check the buyer's driver's license before a test drive, ride along, and do the paperwork and payment at your bank or the title office. Never send a deposit for a car you haven't seen.

CHAPTER 18

When the Item Is Too Big to Bring: Pickups at Home

A sofa, a piano, a riding mower, a woodpile — some things simply can't be driven to a parking lot. Home pickups are common and usually fine. Here's how to do them sensibly.

If you're selling from home

- **Have someone else home** during the pickup. If you live alone, ask a neighbor, friend or family member to be there.
- **Move the item to the garage, porch or driveway** beforehand, so buyers never need to come inside. This also keeps them from seeing the rest of your home.
- **Share your address only when the pickup is set**, and only with the one buyer coming.
- **Schedule daytime pickups** and keep the door to the house closed and locked while you're in the garage or yard.
- **Put away valuables** that would be visible from the garage or driveway.
- **Let them load it** themselves if it's heavy — ask in advance that they bring a helper.

If you're buying from someone's home

- Bring a friend, especially for large items you'll need help with anyway.
- Tell someone the address you're going to and when you'll be back.
- Stay in the garage or doorway if you can; you don't need to go deep inside a stranger's house.
- If the address or the situation doesn't look right when you arrive, it's fine to drive on.

Porch pickup (PPU) and drop-off

For small, low-cost items, some sellers leave the item on the porch for the buyer to collect. This avoids meeting at all. If you do it as a seller, ask for payment in person or skip porch pickup for anything valuable. If you do it as a buyer, never pay in advance to a seller with no reviews.

FROM BILL

A word from Bill on doing it alone

If you live alone and a sale means having a stranger come to your home, please don't feel you have to manage it by yourself. Ask a neighbor or family member to be there, pick a time when someone can come, or list it with "pickup only when my son is home on Saturdays." Buyers understand, and it's the wise thing to do.

PART 5

Spotting Scam Buyers & Sellers

The tricks scammers use on Marketplace, told plainly so you'll recognize them in the very first message — and exactly what to do if one gets through.

CHAPTER 19

The Red Flags Every Marketplace Scam Shares

Marketplace scams come in many costumes, but underneath they're remarkably alike. If you learn these warning signs, you'll spot nearly every scam — even ones that haven't been invented yet.

The seven red flags

1. **They want to pay — or be paid — in an odd way.** Gift cards, crypto, wire transfers, a check for more than the price, or a payment app "deposit" before you've seen anything.
2. **They want a code from your phone.** No honest buyer or seller ever needs one. Ever.
3. **They want to leave Facebook.** "Text me," "email me," "let's use WhatsApp."
4. **They're in a hurry.** "I need it today," "lots of others are interested," "pay now or lose it."
5. **They can't meet.** They're out of town, deployed overseas, at sea, caring for a sick relative — always a reason they can't show you the item or see yours.
6. **The price is too good, or the offer is too generous.** They'll pay full price without asking a single question, plus extra for shipping.
7. **The story keeps changing**, or the details don't add up — a new account, a far-away location, photos that look like they came from a catalog.

SCAM ALERT

One red flag is enough

You don't need to see all seven. Any one of them is a reason to slow down, and two together are a reason to stop. You can simply stop replying. You don't owe a stranger an explanation.

The two rules that beat almost every scam

Who	The rule
For buyers	**See it, then pay.** Never send money for something you haven't seen in person — unless it's a shipped item paid through Facebook's own checkout.
For sellers	**Get paid, then hand it over.** The money must be in your own account (or cash in your hand) before the item leaves you. And never send money *to* a buyer, for any reason.

GOOD TO KNOW

Why scammers love Marketplace

It's huge, it's free, it's local and friendly, and most deals happen between strangers with no company in the middle. Those same things make it wonderful for honest neighbors. Scammers are a small minority — but they're busy, so it pays to know their habits.

CHAPTER 20

Scam Buyers: Codes, Overpayments & Fake "Zelle Business" Emails

These are the tricks aimed at **sellers**. If you list anything on Marketplace, you will probably see at least one of them. Recognize the script and you'll smile instead of worrying.

The verification-code scam (Google Voice)

A "buyer" messages about your item and seems keen. Then: "Before we meet, I want to make sure you're a real person — I'm sending you a code, please read it back to me." A text arrives with a six-digit code, often from Google.

What's really happening: the scammer is signing up for a Google Voice phone number (or trying to get into one of your accounts) using *your* phone number. The code is Google's way of checking that the phone number belongs to the person signing up. If you read it back, the scammer gets a phone number linked to you that they can use to run other scams — or they may get into an account of yours.

SCAM ALERT

Never share a code that's texted to you

A code that arrives by text is like a key to your house. No buyer, seller, Facebook employee, bank or company ever needs you to read one back to them. If a buyer asks for a code, they are a scammer — stop replying, and block and report them. If you already shared one, see Chapter 24.

The overpayment scam

A buyer agrees to your price without haggling — but they "can't" come in person. They'll send a check, a money order, or a payment for *more* than the price ("to cover my mover"), and ask you to send the extra back, or to pay their "shipper" for them.

What's really happening: their payment is fake or stolen. Banks often make check money available within a day or two, before the check has truly cleared. Weeks later it bounces, and the bank takes the whole amount back from your account. The "extra" you sent is gone for good — and so is your item, if you shipped it.

SCAM ALERT

An honest buyer never overpays

Nobody honest sends you more than the price and asks for change. If it happens, don't send anything back, don't ship anything, and tell your bank. The overpayment itself is the proof that it's a scam.

The fake "Zelle business account" email

A buyer says they've paid you with Zelle. Then you get an official-looking email — with Zelle's colors and logo — saying the payment is "on hold" because you need a **business account**, and you must pay a fee (or have the buyer "send more" and refund them) to upgrade and release the money.

What's really happening: there was never any payment. The email is fake, sent by the scammer. Real Zelle payments appear right in your own bank's app, and Zelle works only inside participating banks' apps and websites. There's no "upgrade" for a seller to pay for.

TIP

Check your bank, not your inbox

Whenever a buyer says they've paid, open your **own bank app** (or the payment app itself) and look for the money. If it isn't there, it hasn't been paid — whatever any email, text or screenshot says.

Fake payment screenshots

Some scammers show you a picture of a "payment sent" screen on their phone at the meeting, then drive off with your item. Screenshots are easy to fake. Wait until the payment appears in your own account, or take cash.

The "send me your PayPal login" or "bank details" request

A buyer may ask for your bank login, your PayPal password, or your card number "so I can send the money." Facebook's safety advice is clear: never share bank or PayPal login details with a buyer or seller. To receive money, people need at most your email or phone number for Zelle or PayPal — never a password or a code.

CHAPTER 21

Fake Shipping, "Pay for Insurance" & Courier Tricks

Shipping scams catch both buyers and sellers. The common thread: someone wants you to pay a fee, click a link, or ship outside Facebook's checkout.

The "shipping insurance" scam (aimed at sellers)

A buyer — often "out of town" — wants your item shipped. They say they've paid, and you get an email that looks like it's from Facebook, UPS, FedEx or a payment company: the money will be released once you pay for **shipping insurance**, a "courier fee," or a "verification charge." Sometimes they send a link to a fake Facebook-looking page to "claim your payment."

SCAM ALERT

Sellers never pay to receive money

No real shipping company, payment service or Facebook itself asks a seller to pay a fee before they can be paid. Any message that says you must pay to get paid is a scam. Don't click its links, don't enter your card, and don't reply.

"My own courier will pick it up"

A buyer says they'll send their own shipping company or a "mover" to collect the item, and they'll pay you by check or a payment that turns out to be fake. Or they send you a prepaid label for an address of their choosing. Either way, the item leaves and the money never really arrives. On Marketplace, ship only orders paid through Facebook's checkout, using the label and address on that order.

Fake delivery texts and emails (aimed at buyers)

After you buy something, you may get a text that says your package is delayed and you must click a link to "reschedule" or pay a small "redelivery fee." These are usually fakes trying to steal your card number. Check your order in the Facebook app instead, or go to the shipping company's own website by typing it yourself.

The prepaid-label-from-the-seller trick (aimed at buyers)

A seller far away offers to ship you an item if you pay them directly by Zelle, Venmo or a gift card, "to save the Facebook fees." They may even send you a tracking number that goes nowhere or belongs to someone else's package. Without Facebook's checkout, you have no Purchase Protection and no way to get the money back.

TIP

The shipping rule for everyone

If it's being shipped, it goes through Facebook's checkout — the buyer pays Facebook, the seller ships to the address on the order. Anything else ("pay me directly," "my courier," "pay for insurance") is a reason to say no thank you.

CHAPTER 22

Scam Sellers: Rentals, Pets, Cars & Tickets

These are the tricks aimed at **buyers**. They all share one feature: you're asked to pay something before you can see what you're paying for.

Rental scams

A lovely house or apartment for rent at a bargain price. The "landlord" is out of town — traveling, working overseas, a missionary — and can't show it, but if you send a deposit and first month's rent, they'll mail you the keys. Often the photos are copied from a real listing, and the home may be for sale or already lived in by someone else.

- Never rent a place you haven't seen inside, in person, with the landlord or a property manager.
- Look up the address online. If the same photos appear on a real-estate site with a different price or agent, it's a scam.
- Check who owns the property in your county auditor's online records.
- Never pay a deposit by Zelle, wire, gift card or crypto, and never before you've signed a lease and seen the home.

Pet scams

A darling puppy or kitten of a popular breed, at a low price or "free to a good home" with just a "rehoming fee." The seller can't meet, so the pet will be flown or driven to you. After you pay, new fees appear: a special crate, insurance, vaccinations, a "pet nanny." There was never any pet. (Facebook's rules don't allow animals to be sold on Marketplace at all, which is one more warning sign.)

SCAM ALERT

No meeting, no money

For pets, rentals, cars, boats or anything that's "somewhere else," the rule is simple: if you can't see it in person first, don't pay for it. Real sellers and landlords expect you to look before you pay.

Vehicle scams

A late-model car, truck, RV or tractor at a price well below what it's worth. The seller is in the military, recently widowed or moving, and the vehicle is "in storage" with a shipping company

that will deliver it once you pay — often by gift card or wire — through a fake "protection program." Vehicles bought on Marketplace aren't covered by Purchase Protection. Only buy a vehicle you've seen, test-driven and had checked, with the title in the seller's name.

Ticket and "hot item" scams

Sold-out concert or game tickets, a new game console, the latest phone — at face value or below. Digital tickets can be faked or sold to several people at once. If you buy tickets from a stranger, meet at the venue's box office or use the ticket company's official transfer, and pay in person. Brand-new electronics far below store prices are often stolen, fake, or don't exist.

"Deposit" and "hold" scams

Any seller who asks for a deposit by Zelle, Venmo or Cash App to "hold" an item for you is likely a scammer (Chapter 8). Honest local sellers don't need one.

CHAPTER 23

Fake Facebook Messages & Hijacked Accounts

Some scams pretend to come from Facebook itself, or use a real friend's account that's been taken over. They're after your password, which they'd use to sell scams under *your* good name.

"Your listing violates our policies"

A message or email arrives, sometimes with a Meta logo: your Marketplace account or listing has broken a rule and will be disabled unless you "verify" by clicking a link and signing in. The link leads to a fake Facebook page that steals your password.

- Facebook shows real notices *inside* the app and on facebook.com — in your notifications, or your Support Inbox — not by asking you to sign in through a link in a message.
- Don't click. Instead, open the Facebook app yourself and look for any real notice there.
- Real Facebook staff will never ask for your password, a code, or money.

When a friend's account sells you something

If a friend or relative suddenly lists expensive things at bargain prices, or messages you asking for a deposit, their account may have been taken over. Call or text them at a number you already have and ask. Don't send money based on a Facebook message alone.

Blocking and reporting

When someone on Marketplace is clearly running a scam, don't argue — report them and block them. It protects you, and it helps Facebook remove them before they reach your neighbors.

1. Open the conversation with the person, or their listing.
2. Tap their name, or the **three dots** or the **i** (information) button.
3. Choose **Report** and follow the prompts. Choose the reason that fits best, such as a scam.
4. Choose **Block** as well, so they can't message you again.

TIP

Protect your own account, too

A strong, unique password and **two-factor authentication** make it much harder for anyone to take over your Facebook account and sell scams in your name. Bill's *Facebook* manual walks you through both, step by step.

CHAPTER 24

If You've Been Scammed: What to Do Right Now

First, take a breath. Being fooled by a scam is not a sign of foolishness — these are professional criminals, and they fool careful, intelligent people every day. What matters now is acting quickly. Here's what to do, in order.

If you sent money

1. **Call your bank or card company right away**, using the number on the back of your card or on their official website. Tell them it was a scam. The sooner they know, the better the chance of stopping or reversing a payment.
2. **If you paid by credit card**, ask about disputing the charge.
3. **If you paid by Zelle, Venmo, Cash App or PayPal**, report it in the app and to your bank. Recovery isn't guaranteed, but report it anyway.
4. **If you paid with gift cards**, call the gift card company's number from the back of the card and tell them. Keep the cards and receipts.
5. **If it was a shipped order through Facebook's checkout**, use the order's help option and file a Purchase Protection claim (Chapter 9).

If you shared a code or your password

1. **Change your Facebook password** right away, and turn on two-factor authentication.
2. **If you shared a code texted to your phone**, change the password of whatever account the code came from (often Google or your email), and check that account's security settings for anything you don't recognize.
3. **If you gave out bank details**, call your bank and ask them to watch or lock the account.

Report it

- **On Facebook:** report the person and the listing (Chapter 23).
- **To the Federal Trade Commission:** at **ReportFraud.ftc.gov**. It takes a few minutes and helps law enforcement spot patterns.
- **To the FBI's Internet Crime Complaint Center:** at **ic3.gov**, especially for larger losses.
- **To your local police**, using the non-emergency number. A police report can help with bank disputes.

SCAM ALERT

Beware the "we can get your money back" call

After a scam, you may be contacted by someone who promises to recover your money — for a fee. They may claim to be from a law firm, the government or even Facebook. This is a second scam aimed at people who've just been scammed. Real agencies don't charge to help you.

FROM BILL

Call me — no embarrassment, ever

If something has gone wrong, you don't have to sort it out alone. I can sit with you, help secure your accounts, and walk through the reports step by step. Call **(330) 200-8042**. My help is $49 remote · $99 in your home, and I'll always tell you plainly what's worth doing.

PART 6

Fixing Problems & Getting Help

Quick fixes for the little snags, a one-page summary of the whole guide, and an honest word about when a hand is worth it.

CHAPTER 25

Quick Fixes: When Marketplace Won't Cooperate

Most Marketplace hiccups have simple causes. Find your problem below and try the fixes in order.

"I can't find Marketplace"

1. Tap the **Menu** button (three lines or your profile picture) and look in the shortcuts list. Tap **See more** if it isn't showing.
2. Update the Facebook app from the App Store or Google Play Store, then restart your phone.
3. Try **facebook.com/marketplace** in a web browser.
4. If you see a message that you can't use Marketplace, Facebook may have limited your access — for example on a very new account, or after a listing broke its rules. Follow the message's **Request review** link if it offers one, inside the app.

"My listing was rejected"

Facebook automatically checks listings against its Commerce Policies, and sometimes gets it wrong. Common causes: the item is on the not-allowed list, the photo looks like a stock photo, or a word in the title set off the filter. Read the reason Facebook gives, fix the listing if you can, or **request a review** if you think it was a mistake. Facebook's Help Center has a page on what to do when a listing is rejected.

"I'm not getting any messages"

- Check that the listing is **published** and not marked pending or sold.
- Look at your photos and price — a dark first photo or a high price is the usual reason.
- Check your notification settings for Marketplace in the Facebook app's settings.
- Look in Messenger, too. Marketplace conversations appear there as well.

"I'm seeing listings from far away"

Your location or radius is set wrong. Tap the location at the top of Marketplace and set your town and a smaller distance (Chapter 4). Also make sure the **Delivery method** filter isn't set to show shipped items only.

"I can't leave a review"

Reviews can be left in the Facebook app on a phone or tablet, not on the website. Open the conversation with the person or the listing in the app and look for the option to rate them. If the seller never marked the item sold to you, the option may not appear.

"Someone is harassing me"

Block them (Chapter 23). You don't owe anyone a reply, and blocking ends the conversation for good. If someone threatens you, keep the messages, report them to Facebook, and contact your local police.

> **TIP**
>
> **The two fixes that solve a surprising amount**
>
> When anything in the Facebook app acts strangely, try these two first: **update the app**, then **restart your phone**. They take two minutes and cure a great many glitches.

CHAPTER 26

Your Marketplace Cheat-Sheet

Print this page and keep it by your computer. The whole guide, boiled down.

Getting around

To do this	Do this
Open Marketplace	Facebook app: the **storefront** icon, or Menu > Marketplace. Computer: facebook.com/marketplace.
Change your area	Tap the location at the top of Marketplace, pick your town and a radius.
Search	Tap the magnifying glass, type plain words, then use **Filters**.
Sell something	Marketplace > **Sell** or **Create new listing** > Item for sale.
Mark as sold	Your listings > the item > **Mark as sold**.
Report and block	Tap the person's name or the three dots > **Report**, then **Block**.

The safety rules

1. Buyers: **see it, then pay.** Sellers: **get paid, then hand it over.**
2. Never share a code texted to your phone. Not with anyone.
3. Never accept more than your price, and never send money back to a buyer.
4. Shipped items go through Facebook's checkout — nothing else.
5. Meet in public, in daylight — a police safe exchange zone is best.
6. Keep the conversation inside Facebook. Don't share your phone number or address early.
7. No deposits, no gift cards, no wires, no crypto.
8. When something feels off, stop and ask someone you trust.

Write it down once

Keep handy	
My local police non-emergency number	_____
Our police department's safe exchange spot	_____
My bank's fraud phone number (from my card)	_____

Keep handy

Someone I tell before every meetup _____

WHAT THIS DOES FOR YOU

You've got this

You can now find good deals near you, sell your own things with clear photos and fair prices, meet safely, get paid properly, and spot the scams before they start. That's everything you need to enjoy Marketplace.

CHAPTER 27

When to Call Bill

I've written this guide so you can handle Marketplace on your own. But part of being truly helpful is being honest about when a hand saves you time, money or worry — so here's my straight advice, with no pressure.

Times it's well worth a call

- **A message you're not sure about.** A buyer's request, an email about a payment, a code that arrived — I'll look at it with you before you reply.
- **Something already went wrong.** You shared a code, sent money, or clicked a link. We'll secure your accounts and work through the next steps together.
- **Your first listing.** I'll sit beside you while you take the photos, write the listing and set the price, so you know how to do it on your own next time.
- **Locking down your Facebook account** — a strong password, two-factor authentication and privacy settings that keep your home and family out of view.
- **You'd simply rather have a patient person show you.** Always a good enough reason.

What working with me is like

I work at your pace — no rushing, no talking down, and no selling you anything you don't need. I explain what I'm doing in plain words, and I'll always tell you honestly when something isn't worth your money. Bill's Home Tech serves Portage County, Ohio, with 30+ years of professional experience behind every visit.

Getting help	
What it costs	$49 remote · $99 in your home. The guides themselves are free.
Call or text	(330) 200-8042. If I'm with another customer, Sophie, my AI receptionist, can answer the phone and book a time for you.
Book online	billshometech.com/book

FROM BILL

How to reach me

Call or text **(330) 200-8042**, or book at **billshometech.com/book**. My help is $49 remote · $99 in your home. No question is too small — if it's keeping you from buying or selling with confidence, it's worth a call.

Thank you for letting me help. Take your time, trust your instincts, and remember: the best deals on Marketplace are the ones where everyone goes home happy.

— Bill