

2020

European Union Platform-to-Business Report

Etsy

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5%
complaints reversed

From July to December 2020, Etsy received 5,379 complaints through its European Union Platform-to-Business (“P2B”) support channel. Based on the member reports, 3,017 were identified as technology issues, 1,434 as account issues, and 928 as P2B complaints. Around 5% of the complaints were reversed and we processed the complaints within 7 days on average.

