

# 21916884:Condition is required for this category

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1. Why does this error occur?
2. How to clear this error?

## 1. Why does this error occur?

The seller selected a condition which is NOT available for the category from eBay site where the item will be listed.

For example, under US site, there are two options “new” and “used” ONLY for the category 38172.

To avoid the error from selecting wrong option, SoldEazy is getting updated for the options of item condition by categories as detail as possible. However, sometimes eBay did not update categories and their related information in time.

## 2. How to clear this error?

Log in to [ebay.com](https://www.ebay.com) and create a new listing with eBay category 38172. Then go to item condition to see the options that you may use. After that, you can go back to SoldEazy to edit your item based on the options available on eBay backend.

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??URL: <https://www.soldeazy.com/support/article.php?id=463>

