



FILE NOTE			
Matter name:	eBay International AG exclusive dealing notification N93365		
ACCC parties	Shane Chisholm		
Other parties	Terry		
		Date	23/04/2008

Terry called to provide an oral submission regarding this matter. Terry has used PayPal in the past when selling an item through eBay and it didn't work for him. Terry explained that two days after posting the item the buyer had complained that the item wasn't received and his funds were frozen. Terry advised that the buyer had been given the option to use registered mail, but had chosen to use the cheaper method of delivery. Terry traced the courier and found that the courier had made three attempts to deliver the goods and the buyer did not respond and then his funds were frozen.

Terry submitted that the way PayPal works means that:

- all the buyer has to do is complain  
sellers have to prove delivery occurred, usually meaning personal delivery and a letter signed by the buyer that delivery did occur  
PayPal is able to freeze funds until much later.

Terry submitted that the whole trading on the internet could collapse because a buyer can say something is not quite right (eg shade of curtains in picture) and not pay for goods and the onus is on the seller to fix the problem.

Terry submitted that eBay is trying to dress the notified conduct up as being a more secure way of doing transactions and that this is rubbish as he has had more problems with PayPal – in fact the only problems he has had have been with PayPal.

Terry believes that eBay don't understand how the system works including how sellers need to wait 4-5 days for funds to clear and then they have to pay to take money out of their accounts. Terry believes that eBay are trying to force the notified conduct through under security banner when it is really about eBay trying to make more money.