

Roy, Lauren

Subject: ebay -paypal submissions

EXCLUDED FROM
PUBLIC REGISTER

From:

Sent: Tuesday, 6 May 2008 10:00 AM

To: Adjudication; Roy, Lauren

Subject: ebay -paypal submissions

I stopped taking paypal as I really got burnt accepting it .I had sold a camera for 2135.00 aud to someone in WA.primarily a canon digital camera D20 the original price paid 2399.00 AUD for the camera and a further 959.00 For the lens.

I sold the object as new.as it was as new and still in original packaging, the purchaser eBay told me that he would feel more comfortable if I accepted paypal so he would have buyers protection so in this case and in order to finalise sale I accepted to be paid via paypal at a further cost to me of paypal fees of around 70 dollars.after being paid I then sent item in original packaging to buyer in registered mail with acknowledgement of receipt.A few days later he complained that the pages on the manual looked as if it had been read and told me that the camera was broken.he made a complaint with paypal and after sending camera back 3 months later got 1500.00 from paypal.Now we all know what 3 months mean in this digital age, the price of camera went down a lot and the purchaser got the use of that as new camera for almost 3 months.paypal also froze my account and asked me to pay a further 635.00 into my account to reimburse the buyer . To make matters worse the buyer applied though his bank as he paid with a credit card on paypal for a full charge back no not only did he get the original 1500.00 from paypal he also got a return of 2135.00 from his financial institution that took my account down a further 2135.00 aud..just to finish up that buyer also went to the post office to claim a further 2135.00 from the post office insurance.Which I don't think he got.My eBay id is b0ng0man and I specialize in selling new and second hand guitars as you can probably check my feedback speaks for itself.I if you like the pictures then Great as till today i am still using that canon D20 that I was never able to sell after that drama and negative feedback on my record through eBay..the purchasers email address turned out to be from that day onward I only used paypal to pay for ridiculously small transactions.

I just sold a bass for 680.00 dollars + 70 freight all up 750.00
here are the listing fees:

270232440639	Gallery Plus Fee	AU \$2.49	AU \$8.86
27-Apr-08 19:58:04 AEST	<u>FENDER JAZZ</u> <u>BASS JAPAN '75</u> <u>REISSUE USA</u> <u>PICKUPS</u>	270232440639	Buy It Now Listing Fee AU \$0.10 AU \$8.96
27-Apr-08 19:58:04 AEST	<u>FENDER JAZZ</u> <u>BASS JAPAN '75</u> <u>REISSUE USA</u> <u>PICKUPS</u>	270232440639	Insertion Fee AU \$3.50 AU \$12.4

and the final value fee was 20.58 so all up 20.58+2.49+.10+3.50 so listing that bass with eBay from beginning to end with eBay cost me :26.67\$ for some idiotic reason i decided to accept paypal and the paypal fee associated with this sale was 18.30 so the fees combined 44.97 .I went to withdraw fund to put it back onto my account and to my disgust today my account had been "limited"that means I cant touch that money , I cannot change my banking information,I cannot my account so have to abide with their conditions till I am free again. I am not sure why my funds have been placed on hold the only thing I can do with these funds is a refund which I now have done and have paid back to my customer .as it stands today here is a summary of where I am at:

- I have lost my sale and my customer
- my account is limited and therefore block so I cannot access my funds
- I still have to pay the 26.67 eBay fees for an item I still have in my possession
- I loose on 1 positive feedback
- I close the credit card linked to my paypal account and had to report it as stolen to stop any access from paypal

26/05/2008

- I had to put a stop on any paypal automatic debit to prevent unauthorised transaction through my bank..
- I cannot alter any of my details on paypal
- I had to furnish and send a copy of my drivers licence and photo id to paypal for they to lift limitation basically they only will look at lifting limitation if I furnish required document
- to prove my address I had to send them last phone bill clearly stating my address
- to this day my account is still limited and I cannot withdraw my fund till they lift the limitation imposed.
- paypal is now asking me to prove where I bought the bass guitar I just sold by presenting the receipt which I haven't got since I bought over 10 years ago..
- my paypal account being limited I cannot send, receive, withdraw any funds whatsoever so I presently cannot be paid or pay for items on eBay via paypal.

and from the 21 st may I have to offer paypal as a form of payment????this is really wrong..

Best regards

stephane Bourrigaud