
From: Gail Campbell [mailto:
Sent: Friday, 13 June 2008 9:32 PM
To: Adjudication
Subject: paypal only policy

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PUBLIC REGISTER

Dear Sir / Madam,

I am responding to ebay's challenge of the immunity delay. Paypal is a nightmare for a lot of us because when things don't go right there is no communication or customer service. I lost \$60 on buyer protection. I sent the item back to the seller via express post so I would have a tracking number. I submitted the number to paypal both on the dispute thread & in several emails. They kept telling me it was invalid number. I contacted Australia post who confirmed the number was valid & the item had been delivered. Evidently, paypal were only willing to accept platinum express post because they could look up the number themselves. I live in a rural area & platinum express is only available to 80% of the population. I sent numerous emails to paypal explaining this & they ignored every single one. I still have not been reimbursed. I am out of pocket not only the cost of an item I do not have but an additional \$10 for the return express post. Please don't let these non-communicative **<text excluded>** gain complete control of our money. Did you know it takes them a week to transfer the money into our bank accounts & they charge us another fee for that?

Yours Sincerely
Gail Campbell

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