

Macrae, Tess

Subject: FW: Objection to: eBay International AG - Notification - N93365
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PUBLIC REGISTER

From: [mailto:
Sent: Monday, 16 June 2008 10:27 PM
To: Adjudication
Subject: Objection to: eBay International AG - Notification - N93365

Hello and thank you for giving me the opportunity to voice my concerns on the above matter.

I have been an Ebay user for approximately 5 years buying and selling. There are several things I feel that I have objected to that Ebay has been adding to their "policies" during this time. This latest one really has my blood boiling. Firstly, their reasoning behind the submission for Paypal only payment methods I think is not their real agenda. I feel their real agenda is the increased profits derived from fees for the Paypal service. I was under the impression that Ebay has a commercial interest in Paypal so they benefit financially from the fees they get for every Paypal transaction is their main focus.

I will lose approximately 60% of my sales if this rule is enforced. I love ebay for the freedom it gives me. I can afford to recycle my closet all the time. I buy second-hand vintage clothes and jewellery, wear them for a little while and then sell it when I'm bored with it. I also buy from other sellers and the money I make from my sales means that I can pretty much buy the things I want and it costs me hardly anything. I have noticed a drop in sales since Ebay announced they were introducing this new system. I have also noticed a rise in the "post & handling charges" from other sellers. Some see this as a way to recoup their fees. It doesn't work.

I think Paypal takes away buyers choice and it adds further financial strain to the seller who gets charged a plethora of fees by Ebay every time they sell an item:

1. A listing fee,
2. A gallery fee if they want a little thumbnail picture in searches,
3. A final Value Fee if the item sells based on a percentage

If we add Paypal to the equation, we get charged a fee for that too. The other financial institutions like banks who offer direct debit and Australia Post who sell money orders will suffer a downturn in profits which could also affect jobs - not everyone uses or trusts electronic payments. Paypal will become the make or break for a lot of "Mum/Dad" sellers like myself who just want to recycle their unwanted stuff in an affordable, convenient, anonymous way.

As an Ebay user, I have had the occasional "non-paying bidder". It has been a minor inconvenience but I have been compensated by Ebay in the past whenever this occurred. They have reimbursed me for my listing and final value fees and offered me the opportunity to either relist it or sell it to the next highest bidder if they accept. When I chose the relisting option and the item sells, I only pay the one-off listing fee and I get the chance to put a strike against the time-waster who didn't complete the sale.

If this new system comes into fruition, Ebay gives complete control to the buyer. They can effectively complain that the item was not to their satisfaction. All well and good if they were ripped off but, let's face it, what seller would advertise something that was below par? It's not in their best interest. The shrewd and unscrupulous buyer out there who gets to know the rules are in his/her favour may manipulate the system to their advantage. They may simply just change their mind and then offer some baloney excuse for not being satisfied. The "buyer protection" system that Paypal offers would compensate them and penalise the seller. Effectively, this is probably worse than the old system. There is no Seller Compensation or recourse anymore. Ebay has even taken away the seller's opportunity to give negative feedback to buyers if they have not completed the terms of the listing.

17/06/2008

Its all very one-sided and it seems that Ebay are charging sellers increased fees over short times and providing less of a service. Has the ACCC investigated the fees ebay has charged over time? It doesn't seem to me to be in line with their service structure or inflation.

Thank you for keeping them in check. To prove I am a real Ebay user, I have provided my details below. Please black out my personal information in all publications.

Ebay Seller ID:
<address excluded>

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