

Roy, Lauren

Subject: EBAY [SEC=UNCLASSIFIED]
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From: Scott Wardle [mailto:
Sent: Wednesday, 25 June 2008 9:53 AM
To: Adjudication
Subject: EBAY

I would like to express my concern over the paypal only policy by Ebay.

As you would be aware Ebay own Paypal.

As a buyer and seller on Ebay I was upset when I had to list Paypal as an option as I see this as a double charging of fees by Ebay when you receive a Paypal payment.

Another concern I have is Ebay Australia only allow reserve prices on certain items unlike overseas Ebay sites - USA and UK for example.

In the USA you get 90 days to lodge a dispute with paypal in Australia you get 45 days, now while this sounds like a reasonable time it is not.

For example when you pay for an item overseas, the shipper may state normally shipped in 3 days, then you get an email saying there is a delay, then with long postage times from overseas, your time runs out.

I was caught out with the 45 day rule on paypal - I had tried to lodge a dispute before 45 days but their site was that difficult to navigate at the time when I had thought I had done it I had not. When I went back to check the dispute I discovered there wasn't one lodged and they informed me that my 45 days had expired.

Like Microsoft Ebay have cornered the market and need to be regulated to give consumers a fair go.

Please do not allow Ebay to implement the Paypal only option or COD.

Thank you
Regards
Scott Wardle