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The Ebay Buyer's FAQ.

By Kirsten Hawkins

So you have a question? Has something gone very wrong and you don't know what to do? Well, fair enough. Here are the questions that I hear all the time from buyers.

Does eBay have a Customer Service Department I Can Phone?

eBay are notoriously hard to contact, should you ever need to - it sometimes seems like they expect the site to run itself. You can email them, as long as you don't have your heart set on a coherent response: go to

http://pages.ebay.com/help/contact_us/_base/index.html

. You might have better luck in

a `live help' webchat here:

<http://pages.ebay.com/help/basics/n-livehelp.html>

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Only eBay Power Sellers (sellers with a very high feedback rating) get to phone customer service. If you really want to try your luck, type `ebay [your country] phone number' into a search engine and you'll probably find something. Unfortunately, the chances are you'll have gone to all that trouble for the privilege of leaving an answerphone message.

It might seem cruel, but imagine the number of people who would call eBay every day with the silliest questions if they gave out their phone number everywhere. Its Wild West nature is, in a way, part of its charm.

eBay Sent Me an Email Saying They're Going to Close My Account. What Should I Do?

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This email asks for your password, right? It's a scam, an attempt to frighten you, make you give up your details and then steal your account. eBay will never ask for your password or any other account details by email. eBay say that you should only ever enter your password on pages that whose addresses start with

<http://signin.ebay.com/>

. They even offer a special 'Account Guard' as part of their

toolbar, which lets you check that you're not giving your password to a dodgy fake site. You can read more here:

http://pages.ebay.com/toolbar/accountguard_1.html

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It Seems Too Good to be True. How Does eBay Make Money?

For you, the buyer, eBay is free. Sellers, though, pay all sorts of fees: a listing fee for each item they list, a final value fee (a percentage of what the item sold for). They can they pay optional fees for extra services, including Buy it Now, extra pictures, reserve prices, highlighting the auction, putting it in bold, listing it first in search results or even putting it on the front page. You can see a full list of fees at

<http://pages.ebay.com/help/sell/fees.html>

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It's obviously worth it to the sellers, though, or they wouldn't carry on using eBay. The system is quite efficient, and basically forces both eBay and the sellers to keep their profit margins as low as possible - otherwise prices will simply go too high and the buyers will stop buying.

How Safe is eBay?

Well, as it happens, that's the subject of our next email! All of eBay's safety services for buyers and sellers are in one place, called 'SafeHarbor'. SafeHarbor handles fraud prevention and investigation,

helps with dispute resolution and keeps rule-breakers in check. Read all about it next time, and be safe.

Kirsten Hawkins is an Ebay and internet auction enthusiast from Nashville, TN. Visit

<http://www.auctionseller411.com/>

for more great tips on how to make the most from Ebay and other

online auctions.

When Payment Matters

By David Riewe

When everything's settled after the seller has posted a product in eBay, there's only one thing that needs to be accomplished: payment mode.

When selling something, the most important thing a seller must consider is how he or she shall be paid. This is a very risky decision since a lot of fraudulent activities in eBay involve payment.

PAYPAL

This is the most common way of paying a seller on eBay.

PayPal is an online business that facilitates the transaction of transferring a monetary amount between a merchant account and an online buyer. Because it is electronic, it is basically a paperless transaction.

It was in October 2002 when PayPal was purchased by eBay. Before, PayPal was just a choice of most eBay users, whether it's a buyer or a seller. The other choices that time involves eBay's subordinate, BillPoint.

However, due to a relative percentage of PayPal, being the most widely used mode of payment by almost fifty percent of eBay buyers and sellers, eBay had eventually phased out BillPoint and concentrate more on PayPal.

Right now, there is another company that is in the same line of business like PayPal. This competitor is known as BidPay. There had been reports that a number of eBay buyers and sellers resort to this kind of payment scheme.

ESCROW

For high-priced items, eBay recommends that the method of payment should be with an eBay approved escrow service like the one that can be found at

www.escrow.com

Buyers and sellers should take note that there are fake escrow companies lurking in eBay. Hence, it's important to detect if the escrow company that the buyer and the seller deals with is approved by eBay.

EBay recommends that sellers, as well as buyers, should only contact eBay approved escrow companies like escrow.com for Canada, U'.S., and U.K. eBay users; escrowaustralia.com.au for eBay users in Australia; escrow-europia.com for eBay users in Spain and Italy; ebay.iloxx.de for German

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eBay users; and tripledeal.com for eBay users in France, Netherlands, and Belgium.

EBay strongly warns its buyers and sellers not to do transaction concerning wire transfers like the Western Union. This is a very unsafe mode of payment because it does not guarantee the concerned person that the process will be smooth.

So, it's best for every seller and buyer on eBay to opt for the mentioned payment methods so as to be sure of an honest and reliable business transaction. Besides, eBay will protect the sellers and buyers if the transactions were made under these approved eBay mode of payment.

David Riewe is a Publisher and Online Marketer. Visit his eBay Blog to Discover 101 Ebay Auction Tips in this FREE ebook

<http://www.push-button-online-income.com/ebayblog>



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