

Date: Tue, 23 Sep 2008 21:22:00 -0700
To: XXXXXXXX@hotmail.com
Subject: RE: FB=RN0003 Selling - after I've sold ; Leaving and receivingFeedback
(KMM109865204V30073L0KM)
From: cswebhelp@ebay.com

Dear eBay Member,

Thank you for writing eBay in regard to your suggestion.

eBay welcomes comments from members of our Community, and we appreciate your suggestions. This type of communication helps us improve our services and meet your needs.

However, our company policy doesn't allow us to accept suggestions unless we specifically request them. We hope that you understand that this policy can avoid future misunderstandings if new products, services, and features developed internally by eBay employees seem similar or even identical to a member's idea.

Important

Any comments or materials (including questions, technical or creative suggestions, and ideas) that you send to us aren't considered confidential or proprietary. To learn more about eBay's policy on submitting unsolicited ideas, go to:

<http://pages.ebay.com/help/policies/unsolicited-ideas.html>

For more information about sending suggestions to eBay, go to:

<http://pages.ebay.com/help/newtoebay/suggest.html>

We thank you in advance for your cooperation, and wish you luck with your future eBay transactions.

Sincerely,
Abbey L.

eBay Customer Support

Original Message Follows:

Dear Hudson,

Yes, I understand. It is my intention that my email be used as a suggestion.

Thanks for your help! ~Katy

Date: Sun, 21 Sep 2008 00:18:55 -0700>
To: xxxxxx@hotmail.com
subject: Re: FB=RN0003 Selling - after I've sold ; Leaving and receiving Feedback
(KMM109523400V81513L0KM)
rom: cswebhelp@ebay.com

Dear Kathleen,

Thank you for writing eBay in regard to your suggestion. We do like hearing from you, but please understand that any comments or materials you submit to us -- questions, ideas, technical or creative suggestions, and so forth -- are considered non-confidential and non-proprietary. That means they don't belong to anyone and we have no obligation of any kind regarding them. If you still want to submit your suggestion, please reply to this > message and I'll be glad to forward it to the appropriate team. We thank you in advance for your cooperation, and wish you luck with your future eBay transactions. Sincerely, Hudson K. eBay Customer Support

Original Message Follows:> -----
additional Information> User ID:
XXXXXXXXXX> Item Number: 2202297xxxxxx>
Question Text> >

I just wanted to take a moment to explain why I have almost stopped selling any items on eBay completely. I was very disappointed to find the changes to Feedback this year. Since buyers can no longer receive negative feedback, they feel like they have no consequences for leaving negative feedback for sellers.

After having 100% positive feedback for 5 years, I received a negative from a disgruntled buyer. She was uncooperative and rude in her emails. After winning the auction she emailed me saying she was not happy with my shipping charges (which were already clearly stated in the auction). I let her out of her auctions with me. Instead of being grateful, she left me negative feedback and lied about the reason I cancelled the auction. I had no way to defend myself at this point.

After being a seller for many years I am really struggling to find the energy to deal with sellers who are fearlessly nasty without good reason. I feel eBay now leans too much towards buyers. By the way, I > am also a frequent buyer on eBay, and I still do not see the advantage of the changes made to Feedback!

Thank you for listening. I am sure I am not the only one who has expressed this concern. I appreciate your time!