

## **Using eBay safely**

Always remove tick from “Stay signed in” box when logging in to eBay

### **Buying**

Always check a seller’s feedback in detail and check their membership

Read everything in the description

Look at other items that the seller has listed

Look at the photos carefully. Do they match the description?

Look at the options in the postage and payments tab

Ask the seller questions through eBay

Put the item in your watch list then look at other similar items to compare

If in doubt don’t buy

Pay by PayPal if possible as it is protected, unless you are paying cash on collection

Always correspond through eBay, never answer an email directly

Check how long it says the item will take to be dispatched and delivered

If it doesn’t arrive or is damaged or not as described contact the seller at once through eBay

If not resolved in 8 days, start the eBay resolution process

If collecting in person, take someone with you. If you are unsure of going to the house, arrange to meet at a local public place. If you are not happy with the item, don’t take it or pay for it.

### **Selling**

Always give as full a description as possible and use as many photos as possible

Be honest about the condition of the item

Say why you are selling it

Always use the buyer restrictions for postal areas and buyer requirements

Unless you have decided already to use the “Buy it Now” option, don’t agree to sell before the end of an auction, whatever they say about why they need it now

Only correspond through eBay and post any relevant questions and answers on your listing.

Don’t expect many bids before the last hour of the auction.

Always contact the successful buyer as soon after the auction has finished as possible with an invoice and any details of postage, collection etc

If the item is to be collected, make sure you have someone with you or meet in a public place

If there are any problems use the eBay resolution process