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To:
Subject:
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[Digital Monitoring](#)

Amazon Australia, Kogan, Catch, Ebay
Tuesday, 10 August 2021 11:50:20 PM

Dear ACCC

I am a customer of all of the above mentioned marketplace - Amazon, Kogan, Catch.com, eBay

I use Amazon more due to its Prime membership it offers more value compared with others. With Prime you have access to Amazon Prime streaming, Amazon music and free delivery on purchases. Amazon is also easier to navigate and order from also free return on most items.

Kogan and Catch.com both have delivery fees unless you are a member. I find their membership is more than Amazon and I personally can't justify the cost of membership just to get free delivery as I don't buy much items to justify cost of membership.

I've had issues with all of them. Mainly the Third Party Sellers. Speaking from experience it seems that there is no accountability from all platforms when it comes to protecting consumers. For example Amazon its quite difficult to get your money back for a refund from their Seller. They provide an A-Z guarantee but it's not easy to get your money back. You end up going in circles and then getting frustrated. To out in context I purchased some light dumbbells, I found it cheaper on Big W and it wasn't as advertised on Amazon. I requested a return. I received a return label. The Seller's address is 9 km near my house so I decided to return the item myself and drive to the Seller's address and returned the item. I provided proof and confirmed delivery by getting the name of person who took item, took picture of the warehouse and item being delivered, even my trip history on Google map However, the Seller keeps asking for a tracking number. I escalate to Amazon and they refer back to the Seller who keeps asking for courier details knowing I delivered it personally.

There is no other way to escalate and report or complaint to. At the end the customer end up so frustrated that they forfeit their hard earned money even though the customer has done everything right.

So who is accountable to the customer Amazon or the Seller. Each keeps passing the buck. Leaving the customer out of pocket.

With Catch it is the same. I ordered a solid mango wood side buffet which was nearly \$400 and it arrived damaged. I reported to the Seller, and I was asked to return the item at my own expense. At the end after a lot of back and forth. I reported to Catch.com but I never heard back. The Seller agreed to refund me partial of the cost of the side buffet. I took the money as it was more hassle to re-pack the item arrange shipping back and pay for shipping, it would've cost the same plus all the emotional stress.

With eBay and Kogan some items are cheap and nasty and they don't work. I have only purchased small items with eBay and I have been disappointed with the quality. I think personally there is no protection for customers in buying lousy cheap products that doesn't work. There is no quality assurance. As for Kogan, it is somewhat better. I have purchased a cooking set which didn't work and the customer service was easy enough to call and get a free postage return and get refunded.

The main issue is the lack of accountability in regards to consumer protection from the platforms 3rd party sellers. There is no quality assurance or an escalation process that Amazon, Catch.com, Kogan and eBay offer their customers. If any they make you jump hoops in order to NOT give you back your money. Amazon being the worse of it all.

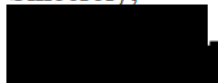
Australian consumers spend a lot of money on these marketplace, including myself, especially in the times of lockdown. What doesn't seem to be obvious and/or the lack of awareness these marketplace have on the consequence of their actions to consumers and the affect to consumers when they encounter a negative experience is mentally and emotionally taxing. I personally have had near nervous breakdown dealing with Amazon and their Seller over the return and refund of dumbbells. Why must it be so hard?

The emotional and mental effect, suffering should also be considered on top of the other losses customers experience.

I hope that the ACCC can help make it better for Australian consumers and look at how to protect the hard working Australians spending their hard earned money on these platforms by holding these Marketplace more accountable and responsible for their sellers. How do they vet these vendors? What quality assurance can they offer? What compensation do they have in place? These marketplaces should have a guarantee to their customers and a should be held accountable for the actions of their Sellers.

I hope my contribution helps in some way. I am looking to see more accountability, guaranty and assurance from these marketplaces and for the ACCC to enforce stronger regulations and tougher penalties to help protect Australian consumers and minimise the negative impact and loss to Australian consumers.

Sincerely,

A black rectangular redaction box covering the signature of the sender.