

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Saturday, 7 August 2021 11:53 PM  
**To:** Digital Monitoring  
**Subject:** Digital platform services enquiry 2021-2025

**Categories:** Actioned

To whomsoever it may concern,

I am submitting my experience/ grievances with marketplace Ebay.

[REDACTED]

I am a seller on Ebay. My name is [REDACTED]. Ebay, is becoming just customer centric and Is not giving a fair go for sellers.

For example - only customers can leave negative feedback to sellers. But sellers can't leave negative feedback to customers. There are customers who do dodgy things and try to scam the seller claiming incorrect issues with item being sold.

Ebay wants sellers to upload tracking number even for items costing less than 2 or 3 dollars. In order to upload the tracking number seller has to spend minimum of 8 dollars and hence not making it viable to sell items on eBay.

Many times in various issues they are purely siding with customers.

Seller issue redressal system is just non existent as compared to customer issue.

Ebay is leveraging the power in the market and arm twisting the sellers.

I heard many stories of Ebay seller accounts getting deactivated and money received by paypal by the seller is frozen.

Please look into these unfair practices Ebay is following.

Thanks