

What to do if your item purchased on OZtion is not received

Please allow at least 7 days for the item to arrive after making payment. If you paid by direct deposit it may take 3 working days to show. If you paid by money order or cheque it will take longer to process. Cheques will need to clear, which can take up to 5 working days after being banked.

What to do after 7 days:

1. Check the postage details of the item. There may be reasons why the postage is taking longer than you expected.
2. Contact the seller by clicking "Contact the seller" link on the item page, by email or by phone. Most Disputes can be resolved by communicating.
Exchange contact details:
<http://www.oztion.com.au/secure/User/exchange/exdetails.aspx>
3. Provide as much information as you can about the payment. For example: Method, Date, Amount, Reference used. If you paid at a bank branch, the seller may not see the same reference. Give them the branch BSB and Postcode to assist.
4. File a 'Report Item Not Received' dispute.
<http://www.oztion.com.au/secure/dispute/ns/reportitemnotreceived.aspx>
5. If you paid using Paymate or PayPal please follow their procedures and policies to file a dispute.

Reporting to the Police

If you have followed the above steps and the seller has failed to communicate with you or resolve the dispute - you should refer the matter to the Police or a consumer affairs agency for further investigation. Try and provide them with as much information as possible about the transaction, for example:

- Seller's OZtion User ID, name and contact details
- Item description, item number and price
- Proof of payment
- Copies of any correspondence between you and the seller