

What to do if your eBay item doesn't arrive or is not as described

If you bought an item on eBay and it didn't arrive or was significantly not as the seller described it, follow these steps to resolve the issue:

- STEP 1 - Check terms of sale**
Review the seller's terms of sale, item description, postage and payment terms. Allow enough time for delivery.
- STEP 2 - Communicate with the seller**
Contact the seller by clicking on the 'Ask seller a question' link from the page the item was listed. Most disputes can be resolved through open communication.
- STEP 3 - Raise an eBay dispute**
If you are still unhappy, you can file a dispute between 10 and 60 days after the transaction date.
<http://www.ebay.com.au/help/tp/inr-snad-process.html>
- STEP 4 - File a PayPal dispute**
If you paid using PayPal, you can file a dispute up to 45 days from the date of payment.
<http://www.ebay.com.au/help/tp/paypal-protection.html>



you can also get instant help by contacting eBay support staff through Live Help.
http://www.ebay.com.au/live_help.html

If you have followed the above steps and still need to report a matter to police or a relevant consumer affairs agency you should be able to provide them with:

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- † CVT` dUd` VwYVαR_dRTeZ_
- † EYV dV]]Vcd V3Rj :5
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- † EYV dV]]Vcd SR_\` RIT` f_eUeRZd` caRj ^ V_e dTVZae
- † EYV Uzaf eVU ZV^`_f^ SVc
- † 2 dVT` dU` Vy` f T` ^ a]Vz_XeYV V3Rj Uzaf eV ac` TVdd