



Tips to Avoid and Manage Disputes On eBay

User Guide

Introduction

At eBay we are committed to provide our users with a Safe and Trusted trading platform. While most of our transactions are safe and smooth, there are times when there is miscommunication or possibility of misunderstanding between you and your buyer leading to Disputes or Seller non-performance (SNP) issues.

At times there can be disputes which the buyers create for sellers such as non receipt of the payment, rejection of the order etc which is not covered here. We will cover these issues separately. Through this guide we would like to share some recommendations on how you can avoid either bad buyer experience or disputes.

Through this guide we will cover:

1. Recommendations to avoid disputes
2. Identifying disputes
3. Acceptable proofs by trust & safety for resolutions
4. How to resolve SNP/ claims issues

1. Recommendations to avoid disputes:

a) At the listing stage:

1. **Let buyers know what they are buying** - Mention the features of the item in detail so that buyers are aware of what they are purchasing from you. Be specific of what you are offering to him. This will reduce chances of buyers getting disappointed on receiving an item other than what they expected. Giving complete details in the description page helps you to come across as a genuine and trustworthy seller.
2. **Create your own listings**-It is always recommended that you write your own detailed description about your products rather than copying it directly from your manufacturer's site. This is because there may be some policies that you might not be in a position to offer your buyers and hence a slight chance on overlooking this in the description could result in a dispute your buyer may raise against you. Buyers are more comfortable to see an original description given by the seller and not a copy/paste generic description.
3. **Stock items before a purchase**- There can be nothing more disappointing to have a buyer keen on buying your item and you realize you do not have stock. We understand there could be some unforeseen instances due to which you are not in a position to deliver the item to your buyer. Using eBay Selling Manager Pro helps you keep a track of your inventory and alerts you when the stock is reaching alarming levels. Use this feature to track your inventory and help reduce chances of disputes arising due to non delivery of your product.
4. **Use a good courier service** - Always use a reliable and professional courier service for delivering your items. Ensure your courier company provides you with the delivery proof details and documents within a reasonable time for your records

b) After you receive a sale:

Now that you have received an order, it is up to you as a seller to ensure how you deal with your buyer to avoid him getting upset and opening a complaint against your. **“Treat each customer as he is the only customer”**

We would recommend:

1. **Deliver what is mentioned** –While we know that you would be delivering only those products that buyers have bought/won, there could be instances when the product received by the buyer is not as described. Certain features may be altered and hence it's advisable to check the items before delivering it to the buyer.
2. **Extra effort to package items well** – It is disappointing to receive a product in a damaged condition. Although it may not be your fault if the product is damaged in transit but remember your buyer will hold you responsible and not the courier company. Hence take extra efforts in packaging your products well. Use extra precautionary packing material to ensure no damage is done to the product in transit.
3. **Communicate with the buyer** - Communication is the key word to completing your sales successfully and making your buyers happy with their purchase leading to repeat purchases for you. Communicate as much as possible with the buyer, send automated mails/inform them about the delivery date of the item/ check with them whether they are happy with the item. In most cases, hearing a human voice can solve most issues instantly.
4. **Provide Buyers with your contact details-** Mention your contact details on the Winning mail or Print it and include it in your Item which will enable the buyer to contact you. In a recent buyer survey conducted, buyers admitted that due to lack of contact or communication with their sellers urge them to contact eBay for help through our dispute mechanism. As stated earlier, speaking to your buyers can resolve most cases instantly.
5. **Leave feedback** - Once the transaction is complete, leave an appropriate feedback for the buyer.
6. **Reminder to leave feedback-** Request buyers to leave feedback for you as soon as they receive items. Feedback builds trust on the site and is a great way to build your reputation on eBay. Include a small note in your courier package reminding buyers to leave a feedback for you to share their experience dealing with you.
7. **Keep documents handy** - It is recommended that you keep copies of all important correspondences with your buyers, product dispatch documents, refund emails from PaisaPay/ PayPal etc for at least 6 months. In case a buyer opens a dispute against you; you can easily provide all documents almost instantly and help close the dispute in the least possible time.

 **Tip:** File your proofs chronologically and mention your Buyer ID, PaisaPay/PayPal ID, and Item ID for easy reference.

c) At the Sales completion stage:

As you are already aware, eBay has recently introduced Detailed Seller Ratings where buyer has the ability to leave detailed ratings based on four parameters:

- a) **Item as described**- Buyer has the ability to rate you on whether the product delivered to him met his expectations.
- b) **Communication**- Buyers rates you depending on his experience on your service levels like were you quick in responding to his queries, providing him all dispatch details etc
- c) **Shipping time**- Buyer rates you on whether the item was delivered within the promised stipulated time. If you are not sure about the delivery time buyers can expect their item, it is always better to commit 2-3 working days extra for any contingencies
- d) **Shipping and handling charges**- Buyer rates you on whether he was comfortable paying the shipping/handling charges you charged him.

The detailed seller rating system is based on a one- to five-star scale. Five stars is the highest rating, and one star is the lowest rating.



It thus becomes important that you need to deliver to your buyers expectation on each parameter. Study your detailed ratings left by your buyers to understand where they are uncomfortable and constantly work towards improving those parameters.

Recently we conducted a small survey with sellers who have higher successful sales to check what they do differently to ensure high successful rates. Some of the points mentioned below may sound very familiar and simple, but are extremely effective when it comes to getting buyers to complete sales.

Seller Survey:

- 75%** sellers call their buyers as soon as they purchase an item
- 65 %** sellers give all their policies upfront on their listing pages itself
- 80%** sellers promptly answer all the questions from their prospective buyers
- 65%** sellers use eBay tools to communicate with their buyers
- 50%** sellers go out of their way to provide customer satisfaction

From the survey it is clear, that **communication** and providing **exceptional customer support** can help reduce disputes to a great extent

2. Identifying Disputes

Although most of you go out of your way to avoid disputes, there could be chances when the buyer is upset and opens a dispute against you. It is important that you recognize every dispute opened against you and solve them at the earliest to avoid selling restrictions on your selling account.

Let's see how to identify a dispute:

There are 2 types of complaints that eBay recognizes as a dispute

1. Buyer himself **opens a Dispute** - In Dispute Console- Items Not Received or Not as Described.
2. Buyer **leaves a feedback** indicating that he has not received the item or the item is significantly not as described.

1. Buyer himself opens a dispute:

To check what dispute buyer has opened, you need to do the following:-

- 1 Go to www.ebay.in
- 2 Click on "My eBay" & sign in your account
3. Click on "Dispute Console" under My eBay Views
4. Click on Items Not Received or Not as Described.

Dispute Console

Hello, [seemak2005@ebay.com \(private\)](#)

There are a number of ways to pay on eBay - [learn the benefits and risks of each payment option](#)

Have a problem? We can help.
[Report an Unpaid Item](#) | [Report an Item Not Received or Not as Described](#)

Items Not Received or Not as Described (1) dispute

Show: All | [Your action needed \(1\)](#) Period: Last 90 Days

Dispute opened on	Other Party's ID	Dispute status
27-Dec-2005	seemakhanna2005	Your action needed
test (5633877847)		View dispute

The status of a dispute in which your action is needed is **bold**. [Back to top](#)

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Cases that need your attention:

Check the disputes where the comments state-

- 1) **Your action needed** – This means that eBay is awaiting you to take action against the dispute opened. If buyer has not received the product, dispatch the item and provide dispatch details here. If you have provided refund, give refund details here.
- 2) **Other party's action needed**- In this case; you are awaiting your buyer to respond. It is a good idea to keep all proof of delivery, refund etc against that transaction so you can instantly work towards closing the dispute with your buyer on submitting the proofs.

3) **Closed**- This indicates that the dispute against you has been closed. However it is recommended that you check the reason for closure.




Reason 1: Automatically closed after 90 Days- If there is no response from the buyer, the case is automatically closed by the system after 90 days. Although the dispute shows closed, eBay still considers this as an open dispute with you. At such time, you can submit these proofs to eBay.

Reason 2: Escalated to Claim- This indicates your buyer is unsatisfied with the transaction you had hence he has escalated this transaction to our Buyer Protection Program for Reimbursement. **Treat these cases on priority and solve them with your buyer at the earliest.** ([Learn more to resolve claims against you](#))

2. Buyers leaves feedback

eBay considers all negative and neutral feedback when considering disputes against you. It is thus important that you check all negative/ neutral comments where the buyers state that they are unhappy with the transaction because they did not receive the item or it was significantly not as described.

Please note although buyers may not have clicked on “Dispute Console” and opened a case, a negative comment is considered as a complaint against you.

 Item received ,but the memory card is not working.pack is not sealed.I am unhappy Sony 2GB Memory Stick Pro Duo with Warranty - 2 GB (#)	(2) Rs. 1,099.00	19-Apr-2007 View Item
 very nice Formula 1 Scratch Out For Cars (#)	(10) ★ Rs. 299.00	15-Apr-2007 View Item
 Item out of stock didn't refund the money and did not respond to any query... High Speed 4 GB Mini SD Card + SD Adapter With Warranty (#)	(3) Rs. 1,899.00	15-Apr-2007 View Item

Let's see what you can do in such cases:

1. **Reply to the negative feedback**- Reply to the feedback left by the buyer with appropriate details of the transaction.

For e.g. If the buyer complains about not receiving the item

Appropriate response- The item has been dispatched by Blue Dart AWB # 1234567 on 5th May. Please wait for 2-3 days.

Inappropriate- Fake Buyer leaves negative without calling me.

2. **Mutually withdrawn feedback**: Speak to your buyer and mutually decide to withdraw the comment left. You can access the Mutually Withdrawal Form from the help section or [click here](#). In such cases, the negative feedback will be deleted from your feedback score but the comment will remain. This comment however will not be treated as a complaint/dispute against you. Remember that you and your buyer need to withdraw the negative feedback within 30 days from the time the feedback was left or within 90 days of the transaction, whichever is longer.

3. Proofs Accepted by eBay's Trust and Safety (T&S) Team:

Through out the document above, we have been reinstating the fact of keeping all important documents available to help resolve disputes. Let's look into what these documents are in details which are acceptable by eBay's trust and safety team.

1. **Follow up feedback by buyer** – If your buyer leaves a follow up comment in your Feedback profile with a satisfactory answer, it will be considered as a proof to close the dispute.
2. **Proof of Delivery or Shipment-** Ensure you provide complete proof of delivery details such as date of delivery, Courier Company and docket number of the delivery. Ensure that the buyer address matches the shipping address or the registration address. Any other address shipped to, should be supported with buyer email.
3. **Closure of Dispute by Buyer-** If the buyer closes the dispute himself under dispute console is considered as closed dispute
4. **Positive/Neutral feedback from the buyer-** If the buyer has opened a dispute under dispute console but provides a positive comment in the feedback profile after the dispute has been opened, it will be considered as a closed dispute
5. **Email from Buyer to T&S-** An email from the buyer to our trust and safety team that he has received the item and is satisfied, will result in the dispute being closed.
6. **Email from Buyer to Seller-** Similarly email from your buyer to you stating that their complaint has been resolved and/or that they have no further complaints will be treated as a proof to close the dispute. All you need to do is send the email along with the full email header to us. Please note that the buyer email header is important proof and the email should come from the same email address registered with eBay. (click here to know about [headers](#))
7. **You provide proof that the buyer has been refunded-**
 - a) Front & Back copy of Cheque
 - b) Front & Back copy of Demand Draft
 - c) Front and, preferably, an accompanying tracking number for money orders
 - d) PayPal/ PaisaPay refund email with full headers in case of PayPal/PaisaPay refunds
8. **Third Party Dispute Resolution emails-**
Email from [ODR India](#)/ Square Trade with full headers stating that a complaint is resolved or cannot be resolved or that the buyer cannot be contacted.

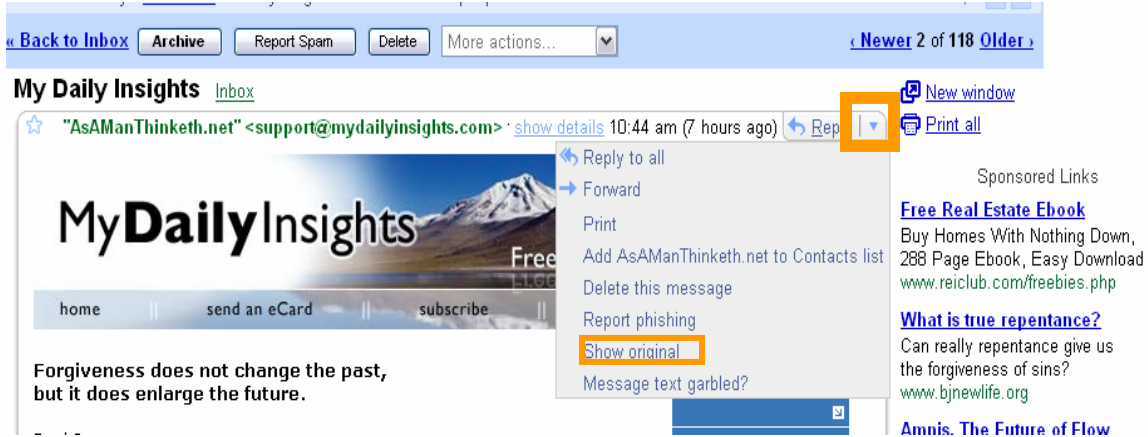
-Example of headers

Return-Path: (sender email address)
 Received: from mail-pacbell.net (mail-gw5.pacbell.net [206.13.28.23]) by
 ixmail9.ix.netcom.com (8.8.7-s-4/8.8.7/[NETCOM v1.01]) with ESMTP id; for (recipient email
 address); Mon, 22 Mar 2002 06:34:48 -0800 (PST)
 From: (sender email address)
 Received: from 207.214.211.69 (ppp-207-214-211-69.sntc01.pacbell.net [207.214.211.69])
 by mail-gw5.pacbell.net (8.8.8/8.7.1) with SMTP id GAA15251; Mon, 22 Mar 2002 06:34:28 -
 0800 (PST) Message-ID: (36F5D668@pacbell.net)
 Date: Mon, 22 Mar 2002 06:34:32 +0100
 Reply-To: (sender email address)
 X-Mailer: Mozilla 3.03-PBI-N303 (Macintosh; I; 68K) MIME-Version: 1.0
 To: (recipients' email address)
 Subject: TITLE OF EMAIL
 Content-Type: text/plain; charset=us-ascii
 Content-Transfer-Encoding: 7bit

How to get Headers:

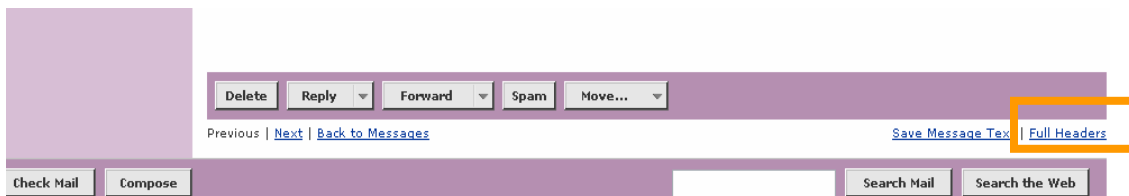
In Gmail-

1. Open the mail.
2. Besides the Reply tab, there is a downward arrow. Click on it.
3. Select "Show Original".
4. Copy the content and paste in the message which you will forward to the team.



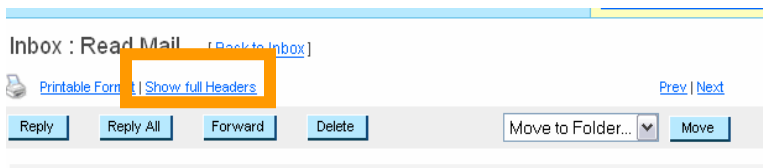
In Yahoo-

1. Open the mail.
2. At the bottom of the page, click the "Full headers" link.
3. Copy the content and paste in the message which you will forward to the team.



In Rediff-

1. Open the mail.
2. Under Inbox: Read Mail, there is a tab which states as "Show Full headers" above your message.



More about ODR (Online Dispute Resolution)India-

ODR India is a Third party Dispute Resolution where you can file your eBay disputes incase you and your buyer are not able to come to a mutual consent. In such cases, ODR plays mediator and closes the dispute in favor of buyer or seller. eBay treats this decision as a proof to close dispute cases.

Contact ODR at:

1. Go to www.ebay.in
2. Click on Security & Resolution Centre (shortcut- Ctrl + F Type "Security")
3. At the bottom of the page, you will find ODR India block

The screenshot shows the 'Be Safe on eBay' section on the eBay website. It includes a 'Golden Rules for Safe Trading' list with four rules: 1. Check the product details thoroughly before buying. 2. Check the seller's reputation - always review feedback. 3. Pay safely - always use PaisaPay. 4. Protect your account from phishing & spoof emails. The 'ODR India' block is highlighted with an orange box, showing it as a 3rd Party Dispute Resolution via Assisted Negotiation, Mediation, Arbitration, with a 'Click here' link.

Filing a case with ODR

Filing a case with ODR for resolution is subject to fees. Fees are based on the method of dispute resolution you use.

Fees:

- a) Rs 25/= per case for Assisted Negotiation
- b) Rs 500/= per case for Mediation

To know more about the 2 types of methods [click here](#)

Steps to filing a case:

Note: For Feedback withdrawal, cases older than 90 days will not be considered under ODR

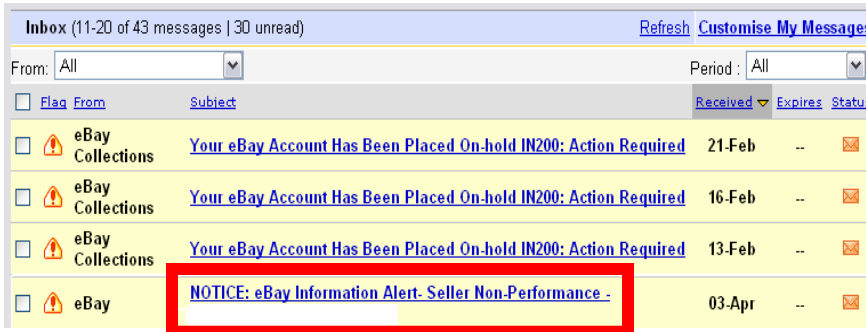
1. When any eBay user (buyer or seller) wants to resolve their dispute via ODR India, the 1st step they need to take is to get the email ID of the other party (the party against whom they wish to file the dispute).
2. Pay your ODR fees and then inform the ODR team at odr_payment@odrindia.com Of the amount paid, bank transaction reference and the number of Assisted Negotiation or Mediation cases you wish to file. Please also include your eBay user ID, the name or account from which the amount has been paid and any other transaction details, if any.

3. Upon confirmation of receipt of fees, you will receive an email from ODR INDIA requesting you to proceed with the filing of the case(s) and directing you on how to file a case. Detailed steps are mentioned here- https://www.odrindia.com/process_flow.php

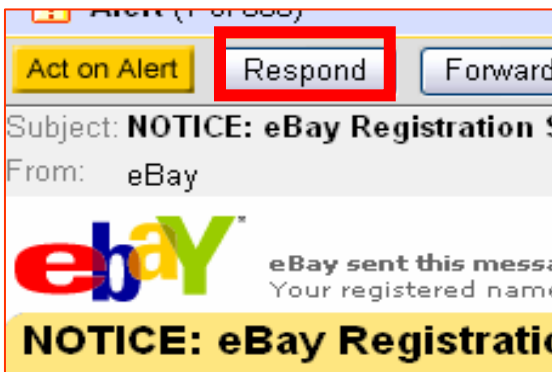
Having disputes unresolved against your account may unfortunately result in **selling limits on your account or possible chances of suspension**. It thus becomes very important to treat each dispute on priority basis.

If your cases remain unresolved, it will result in eBay sending you a Seller Non performance alert which will reflect in you're my Messages and an email will be sent to your registered email address. You can click on the "respond" button to receive an update of all pending open disputes from our team against your seller id.

Check My Messages- Alert



Respond directly on the Alert



Summary of steps to take when you receive a SNP Alert

1] Establish genuineness & understand the issue

- a) You receive an SNP Alert on your registered email ID
- b) Check "My Messages" whether the notice is genuine or Spoof
- c) eBay takes utmost care before sending notices; please spend time in understanding the issue
- d) If still unclear, contact your Account Manager or Customer Support

2] Respond to the Alert

- a) Check the notice sent and respond directly. Ask for clarification & next steps
- b) You will be sent a list of outstanding complaints
- c) Check the acceptable proof by eBay's Trust & Safety mentioned above
- d) Mail/ Fax all the documents together you have and update the team in mail to check and update your account.
- e) Keep resolution mails/proofs for future records
- f) Resolve the issues till you receive an email from Trust & Safety saying "all complaints resolved"

Resolving a Claim against you

If the dispute remains unresolved, the buyer may escalate it to the Claims team for reimbursement or may also seek legal help. In such cases, it is important that you provide all requested details to our claims department as and when requested.

Steps to follow incase you receive an email from our claims department

- 1) Check the Claim mail sent to you.
- 2) Subject of the mail- *HN FP91017I P eBay Purchase Protection Claim <Claim #> filed against your account*
- 3) You must fax/mail within 72 hours the resolution to the team
- 4) Mail/ Fax all the documents together you have and update the team in mail to check and update your account.
- 5) Follow up after 72 hours if you do not hear from the team

Please Note-

1. If there is no response/ resolution sent by you within 72 hours, the team may reimburse the buyer.
2. Once the buyer is paid, eBay will charge you with the value of the item and a penalty of 20% of the value of the item.
3. At this time, your account may be suspended if our claims department reimburses the buyer.
4. In case of any issues, please keep the team updated as to why you will be unable to provide them with the resolution.

To summarize: Always Remember-

- ✓ In case of any disputes filed, save all proofs of Deliveries/ correspondences/ Refund mails from PaisaPay for a minimum of 6 months.
- ✓ All correspondence with eBay need to be sent from the registered email address.
- ✓ Only Fax/ postal mail any POD to Trust & Safety team and ensure that the faxes are legible.
- ✓ Send all documents together.
- ✓ Update the team once you have sent the documents.
- ✓ If one document is rejected, send all documents again.
- ✓ Every document should contain Attn- <Team Name> (SNP Appeals or Claims)
- ✓ Each document should bear Seller ID, Buyer ID and Item ID or Claim ID for quick reference.
- ✓ Follow-up with the team if you don't hear from them in the stipulated time mentioned in the correspondence.
- ✓ Not to give any holding responses like " I will fax the documents in 2 days" " I will follow up with the Courier company and give you the details"
- ✓ **Creating any new accounts while your account is suspended could lead to serious consequences and permanent suspension.**

Some references for you-

- a) [SNP Tutorial](#)
- b) [Sending headers](#)
- c) [ODR India \(Third party Dispute Resolution\)](#)
- d) [Security and resolution Centre](#)
- e) [Reinstatement FAQ](#)
- f) [Safe Harbor Reinstatement form](#)



Get in touch with us at

Email us at: [Customer Support](#)

Fax #

91- 22-66690003- SNP Appeals

91-22-66690002 – Claims

Postal Mail- eBay India

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