

Getting Started

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How to Register

To buy or sell on eBay you must be a registered user. It's fast, easy, and free!

2

How to Find Items

Learn how to browse or search on eBay with ease so you can find exactly what you're looking for.

3

How to Research

Before you bid or buy, take the time to learn as much as possible about the item and seller so you can make an informed decision.

4

How to Bid or Buy

Want to try for a lower price? Place a bid. Want it fast? Use Buy It Now. We'll show you how!

5

How to Pay

You've just won the auction. Now what? Here are the steps to complete the sale.

6

How to Buy Safely

eBay is committed to making your buying experience a positive one. Make use of the resources and tips provided here to help you trade safely on eBay.

It's easy and free!

Registration is required in order to buy or sell on eBay. As a registered eBay user, you can shop on eBay and participate in the world's largest online community of buyers and sellers.

Since most bidding takes place during the last few minutes of an auction, register now so you don't miss out on any last-minute deals!

[Register Now!](#)



1. Supply User Information

We start by asking you for basic contact information. This is to verify your identity so others can be confident in dealing with you just as you can be confident in the other person's identity. Your personal information always remains private on eBay's secure servers.

If you register using a web-based ("anonymous") email address, such as a Hotmail or Yahoo! address, you'll need to place a valid credit card number on file to verify your identity at this point. Your card will be used for identification **only** and will **not** be charged. If you don't want your credit card on file, you'll need to register with an email address from a company or paid Internet service provider such as AOL.

2. Agree to Terms

You will need to accept the terms outlined in the User Agreement and Privacy Policy in order to buy and sell on eBay. The User Agreement spells out the relationship between you and eBay, and the Privacy Policy is our assurance to you that your information will remain private. In addition to this, you must be 18 years of age to register on eBay.

3. Email Confirmation Message

After supplying your basic contact information, eBay will send you an email confirmation message to make sure that you correctly entered your email address in Step 1. This is important because email is the primary means of communication between buyers and sellers. Simply follow the instructions within the message to confirm your eBay registration.

Email Confirmation Message (con't)

If you have registered using an anonymous email address, you may also confirm your registration via postal mail. If you choose this option, you'll receive your confirmation code in the mail about 10 business days after you register. When you receive your code, simply follow the instructions included to confirm your registration. Please use a street address when registering in this fashion because confirmation codes can't be mailed to post office boxes.

Did You Know...

Where did eBay come from? The idea for eBay came from a conversation between Pierre Omidyar and his fiancée, an avid Pez™ collector. She thought it would be neat to find dispensers and meet other collectors over the Internet. Realizing that people needed a central, safe location to buy and sell unique items, Pierre founded and launched eBay on Labour Day in 1995.

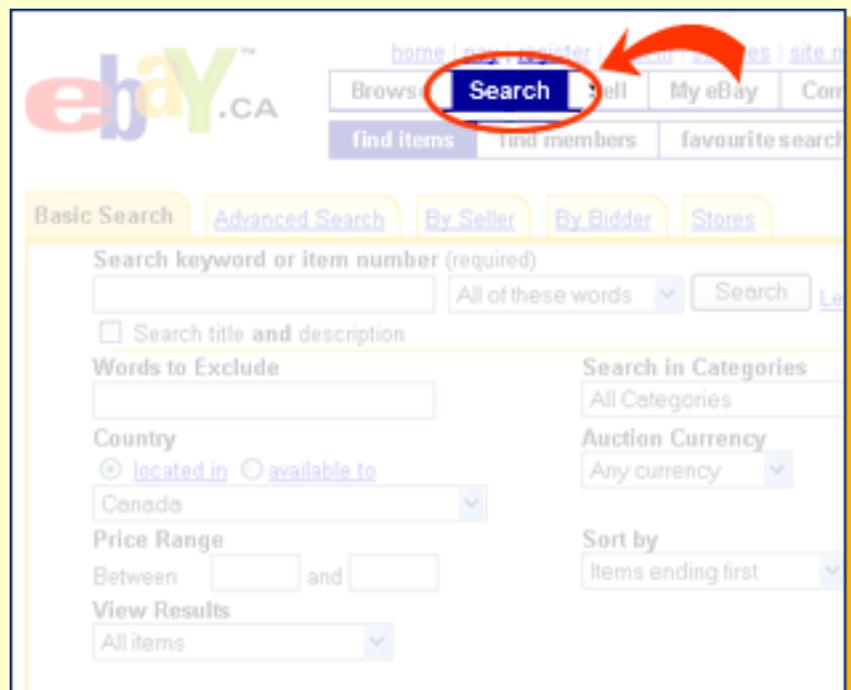
Browsing is clicking through lists of titles called Categories until you find something you're interested in. There's so much selection on eBay that you never know what you might find. You can narrow your search by clicking on individual categories on the Browse page.

Searching for an item on eBay is easy. If you know the item you are looking for, just type a few descriptive words into the Search box on the home page. Again, use the category links to narrow your results. On eBay.ca, all the items you will see are either located in Canada, or located around the world but available to be shipped to Canadians.

Advanced Search

A great way to find what you're looking for in the least amount of time is to do an Advanced Search. This feature allows you to narrow your keyword search based upon several criteria including price, geographic location, category and other key attributes.

You can also search for items located in Canada - which arrive at your doorstep duty-free - or items available to Canadians on international eBay sites. On Advanced Search, enter all relevant search fields (keywords, category, etc.) for the item you seek. Then scroll to the 'Items Located In' and 'Items Available to' menus to make your selections. On almost every page of eBay.ca, you'll be given the choice of searching for items within Canada, or those from other countries.



Advanced Search (con't)

If you like, you can also search by seller, bidder and eBay Store listings by clicking the tabs on this page. To learn more about how to create successful keyword searches, click on the 'Learn More' link.

Did You Know...

Every item you see on eBay.ca is available to Canadians. On almost every page of the site, you can choose between viewing items located in Canada (to avoid unexpected border fees) and items available to Canadians from sellers around the world.

On the home page search box, select either 'Canada' or 'Worldwide' before clicking 'Find It.' Most browse and category pages offer the same option on their search functions. If you're on a search or browse results page, use the 'Search Options' box in the left-hand menu to narrow your search.

If you only want to see items located in Canada, select 'Canada', then click 'Show Items'. If you'd like to see results from eBay sites around the world, select 'Worldwide' then click 'Show Items.'

Remember, if an item you're interested in doesn't give a specific shipping price for Canada, it's best to email the seller for a quote before bidding or buying. Learn more about [International Trading](#).

Search Results

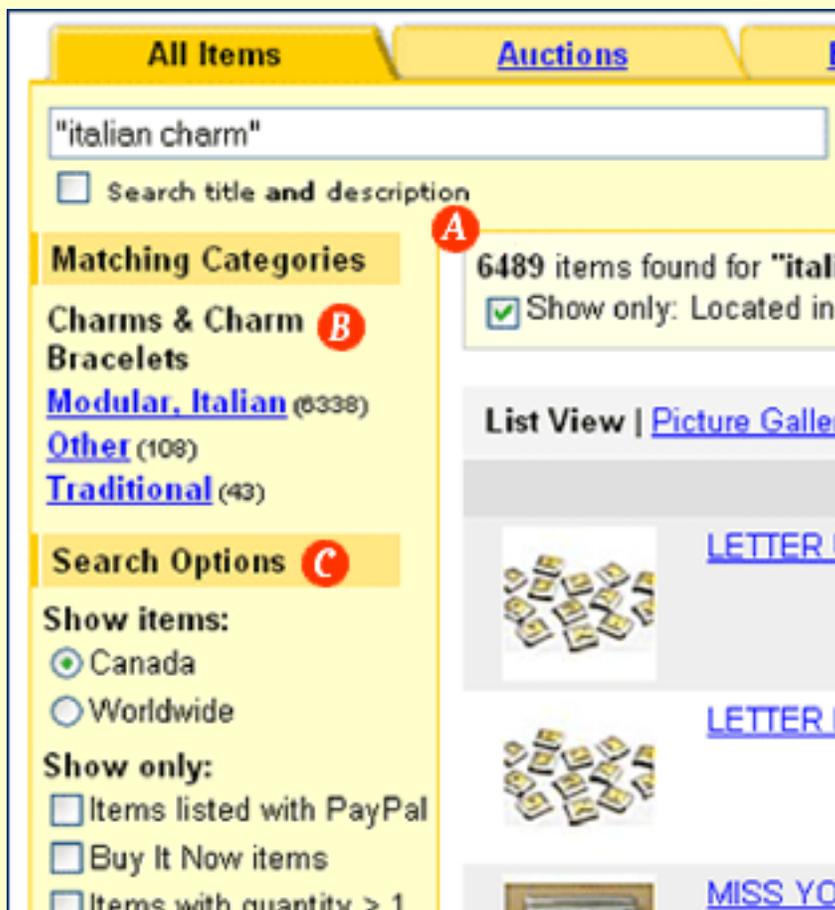
A. List of Items

After you submit your search, a results page displays the number of items found and a list of all the items that match your search criteria. Click on the title of any item to see the details for that specific listing.

You can view your results in a list, or in the Picture Gallery view, which offers larger, more vivid images.

B. Matching Categories

To refine your search even further, use the Matching Categories links on the left-hand side of the page. Clicking on one of these links will show items only in that category.



Search Results (con't)

C. Search Options

Refine your search further by selecting from a variety of search options.

- **Show Items Canada/Worldwide** - Use these buttons to show only items located in Canada, or include any item available to Canada. If you only want to see items located in Canada, select 'Canada', then click 'Show Items.' If you'd like to see results from around the world, select 'Worldwide' then click 'Show Items.'

- **Items listed with PayPal** - View only those items that can be purchased using PayPal.

- **Buy It Now items** - Select items that are available immediately for your purchase through Buy It Now.

- **Items listed as lots** - See only those items that are listed as lots, which are groups of similar items in a single listing. This is particularly useful if you are looking for items for resale.

- **Completed item listings** - Research past prices and find out how past similar items have ended.

- **Listings ending at specific times** - View listings that are starting today, ending today or ending within five hours.

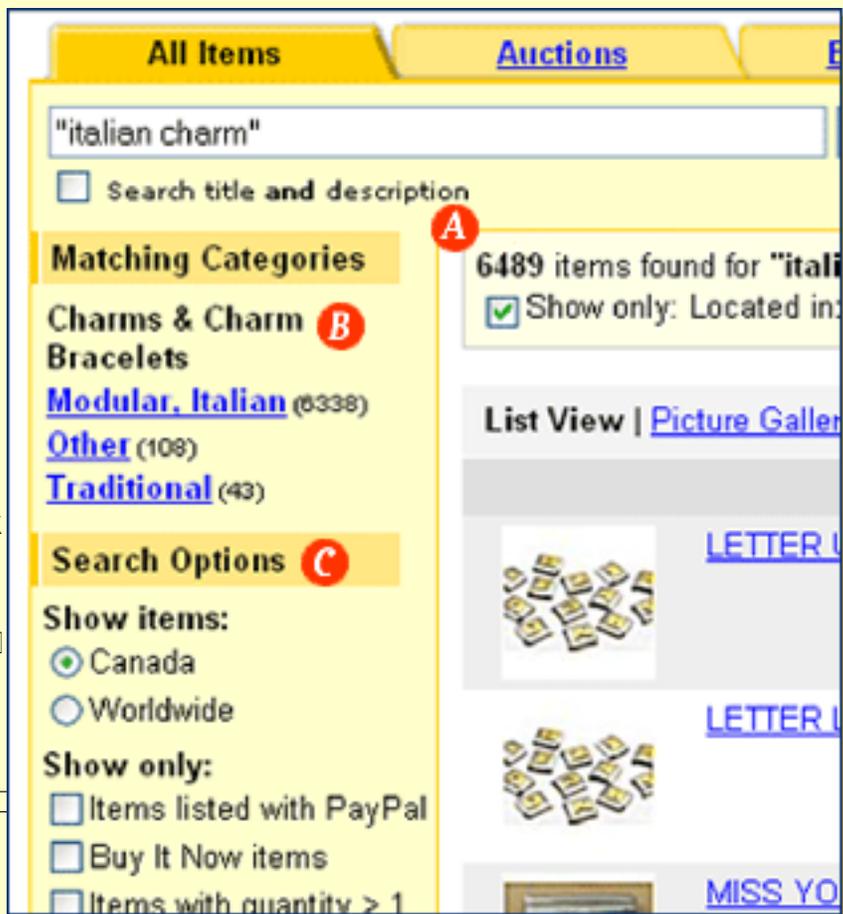
- **Items priced** - Refine your search to include only those items that fit within your specified price range.

Special Search Features

You can refine your search results to help find exactly what you are looking for with these smart features:

Search and Sort by Distance

Save shipping costs by searching for items close to you. In Advanced Search, scroll down to 'Items near me,' and enter your postal code. Then select the distance range from which you're willing to have items shipped. You can choose to search for items located as close as 10 km away, or as far as 2,000 km depending on your needs.



Search and Sort by Distance (con't)

You can also sort your search results by distance. In the Sort by drop-down menu at the top of your search results page, select 'Distance: nearest first' to organize your list starting with the items that are located closest to you.

Comparison Shopping

Examine a group of items in detail to find the one that best suits your shopping needs using the Comparison Shop function.

From the list of search results, check the box in the left-hand margin for each item you want to compare. Then click 'Compare' at the bottom of the list. The selected items will be displayed side-by-side in an easy-to-read table format that will allow you to directly compare item features, shipping costs and seller feedback.

Take the [Comparison Shopping Tutorial](#).

Search Tips

Too Many Items? - Narrow your search within your search results:

Refine Search <input type="checkbox"/> <input type="checkbox"/>	Click to change search terms, choose a category, enter price ranges, etc.
Auction or Buy It Now <input type="checkbox"/> <input type="checkbox"/>	Click one of these tabs to limit the choices to items you can bid on or items that you can purchase right away.
Matching Categories <input type="checkbox"/> <input type="checkbox"/>	Click a category to limit the results to only the category you are interested in.
Search Options	Check search options and click the 'Show Items' button to only display items that fit these criteria.
Learn More	

Search Tips (con't)

Not Enough Items? - Expand your search with these tips:

Check Spelling <input type="checkbox"/> <input type="checkbox"/>	If you're not sure, use the asterisk (*), which acts as a wild card. This will also widen your search to different renditions of the key word. Example: India* (India, Indian, Indians, Indiana)
Search Titles and Descriptions <input type="checkbox"/> <input type="checkbox"/>	Seller may have your keyword in the item description, but not the title.
Remove <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Take out any extra punctuation from the search terms or remove the letter "s" for more results.
Use Browse	This will give you all the items within a specific category.

Acronyms

Although you wouldn't necessarily search on these terms, many sellers use acronyms or abbreviations in their titles to indicate an attribute of the item. Some commonly used acronyms are:

NBW: Never Been Worn <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	NWT, MWT: New With Tag(s), Mint With Tag(s)
NIB: New in Box <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	S/H: Shipping & Handling
BIN: Buy it Now <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	FS: Factory Sealed
NR: No Reserve <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	GU, GW: Gently Used, Gently Worn

Before bidding or buying, take the time to learn more about the listing, the item and the seller. The Item Page contains all of this information.

Important factors to consider include:

- Starting Bid
- Current Bid
- Buy It Now price
- How well the item is described
- The condition of the item
- Shipping costs
- Seller's payment options
- Seller's feedback rating



Learn about the Item

A. Listing Information

From this section, you can view the current bid, place a bid or buy the item immediately, see the time remaining in the listing, number of bids, current high bidder, and seller information such as User ID, feedback rating, and a link so you can email the seller a question.

B. Item Description

Includes the seller's description of the item and, in most cases, pictures of the item. Look for a whole range of information in this area, including size, manufacturer, condition, colour, special features of the item and much more. Sometimes the seller will also include payment and shipping information; however, that can also be found in the Shipping & Payment details section. If you have any questions about the item, make sure to contact the seller before placing a bid or buying the item.



Learn about the item (con't)

C. Shipping & Payment Details

Includes payment information and any additional payment and shipping instructions that the seller listed, such as insurance, shipping and handling charges, sales tax and return policy. Again, if you have any questions, contact the seller to clarify by clicking on the Ask Seller a Question link.

This is especially important if you are looking at an item listing that does not include specific shipping rates to Canada.

D. Bidding & Buying Section

This is where you place your bid or purchase the item in the listing using Buy It Now. This section will display the current bid, minimum bid amount, and [Buy It Now](#) price, if available. If you choose to bid on the item, enter the maximum amount you are willing to spend. The eBay system will automatically continue to make bids on your behalf ONLY if there are competing bidders and ONLY to your maximum specified bid. **eBay will NEVER bid over your maximum.**

If there is a Buy It Now price and you are willing to pay it to be assured you get the item, simply click the Buy It Now button. This will take you directly to the payment screens. Remember, entering a bid or clicking Buy it Now will enter you into a contract with your seller, so proceed with caution.

Tip: It's a good idea not to bid on several of the same item at the same time, hoping you will win just one of them. You could end up winning more than one of the same item.



Learn About the Seller

On eBay it's the relationship between the buyer and seller that makes the transaction run smoothly. So before you bid, it's a good idea to learn about who you're buying from.

At the top of the listing page in the Seller Information box, you will find important information about the seller. Especially important is a seller's feedback rating. This rating represents the seller's reputation on eBay. When your transaction is complete, you will add your feedback to your seller's rating.

And remember ... if you have any questions about the listing or the item (such as a shipping quote or an inquiry about the item's condition), email the seller BEFORE placing a bid. A bid is binding once you place it - meaning you cannot decide later that you do not want the item if you are declared the winner.

The feedback score tells you how many successful transactions your seller has made on eBay. This score is posted for all the eBay community to see and is organized by a rating system of positive, neutral or negative. A positive comment increases a person's feedback score by one point. A neutral comment has no effect on a person's feedback score, and a negative comment decreases a person's feedback score by one point. Click on the number to see what other people say about the seller. The star corresponds to the feedback number.

The screenshot shows the 'Seller Information' box for a user named 'china_girlie (2000)'. A red arrow points to the user ID 'china_girlie (2000)' which has a star icon next to it. Below this, the 'Member Profile' section displays the following statistics:

Feedback Score:	2000
Positive Feedback:	99.9%
Members who left a positive:	2003
Members who left a negative:	3
All positive feedback received:	2001

Below these statistics is a 'Recent Ratings' table:

	Last Month	Last 6 Months	Last 12 Months
positive	69	364	775
neutral	1	1	1
negative	0	0	1

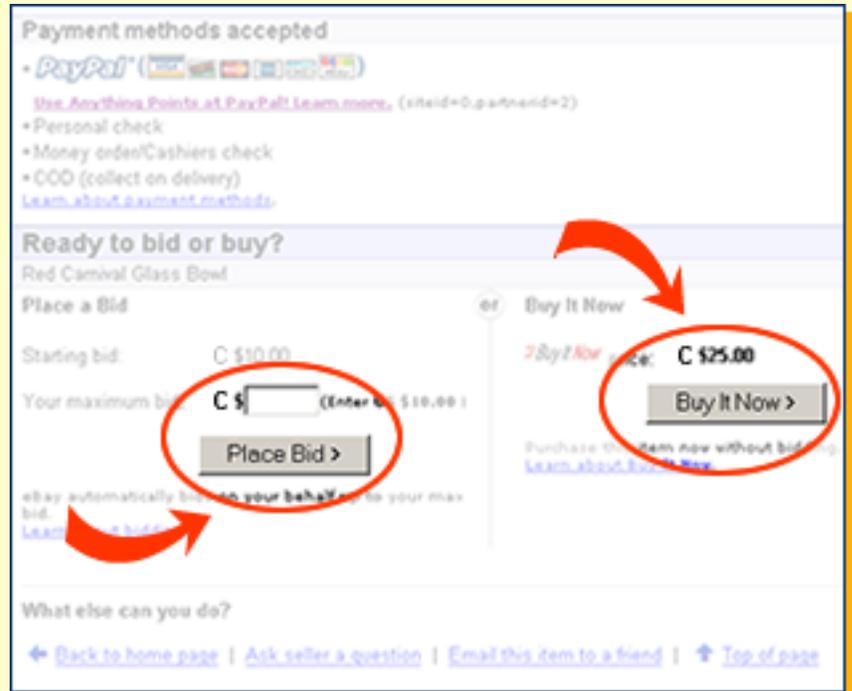
At the bottom of the profile, it says 'Bid Retractions (Last 6 months): 4'.

Did You Know...

When the 'changed ID' icon  appears next to a User ID, it signifies that the user has changed his/her User ID within the last 30 days. The 'changed ID' icon will disappear after the member has maintained the same User ID for a 30-day period.

Want to try for a lower price? Place a bid. Want it fast? Use [Buy It Now](#). Most eBay item listings are in an auction-style format with the item going to the highest bidder. Some items offer you the choice to bid or Buy It Now. Other item listings may offer the Buy It Now option only. You pay that price and you're done - no bidding.

Remember, every bid counts. Bidding or using Buy it Now will enter you into a contract with your seller.



Place a Bid

eBay does most of the work for you! Just enter the maximum amount you want to spend. Then, only when there are other bidders on the item, eBay will bid on your behalf, up to your maximum bid. If another bidder outbids you before the listing ends, we'll send you an email to let you know!

[Try a Practice Bid](#)

Buy it Now

If available, simply click on the Buy It Now button at the bottom of the listing. If there is more than one item available, indicate your desired quantity and confirm your purchase. No bidding or waiting necessary. In some cases, a seller may require immediate payment with [PayPal](#). In this case, it is important to complete your purchase right away, as the item will remain available for purchase until your payment transaction has been confirmed.

Did You Know...

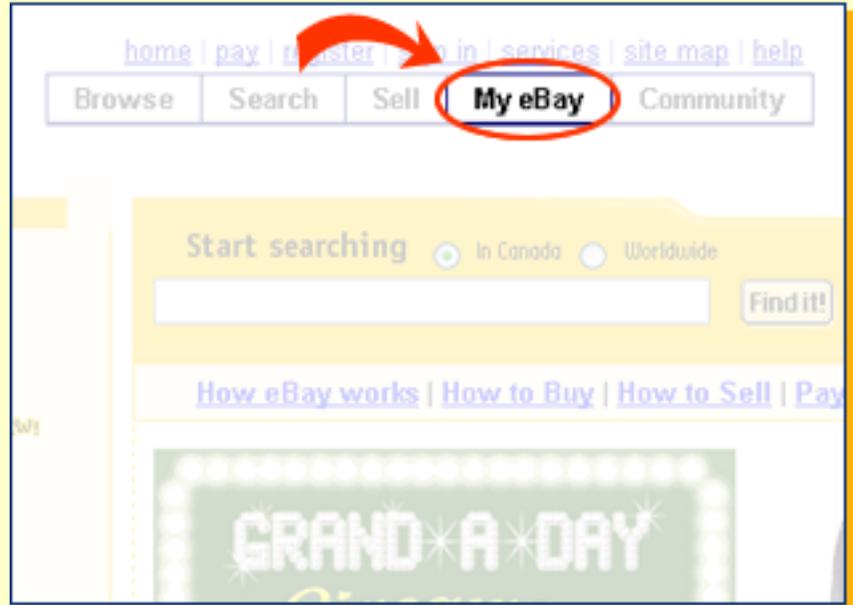
Entering a bid or choosing Buy It Now enters you into a contract with the seller. So make sure you want the item before you bid or buy.

My eBay

Looking for a way to keep track of all your eBay activity? My eBay is a great way to keep track of items you're bidding on, buying, watching, and have won in one convenient location.

Each eBay user has his or her own personal My eBay section. Just click on the My eBay link at the top of any eBay page. Enter your User ID and password to enter your private My eBay page.

My eBay lets you choose how to view your eBay activity. Review the items you're bidding on, customize the way you see your information or make updates to your account - it's all organized the way you want it.

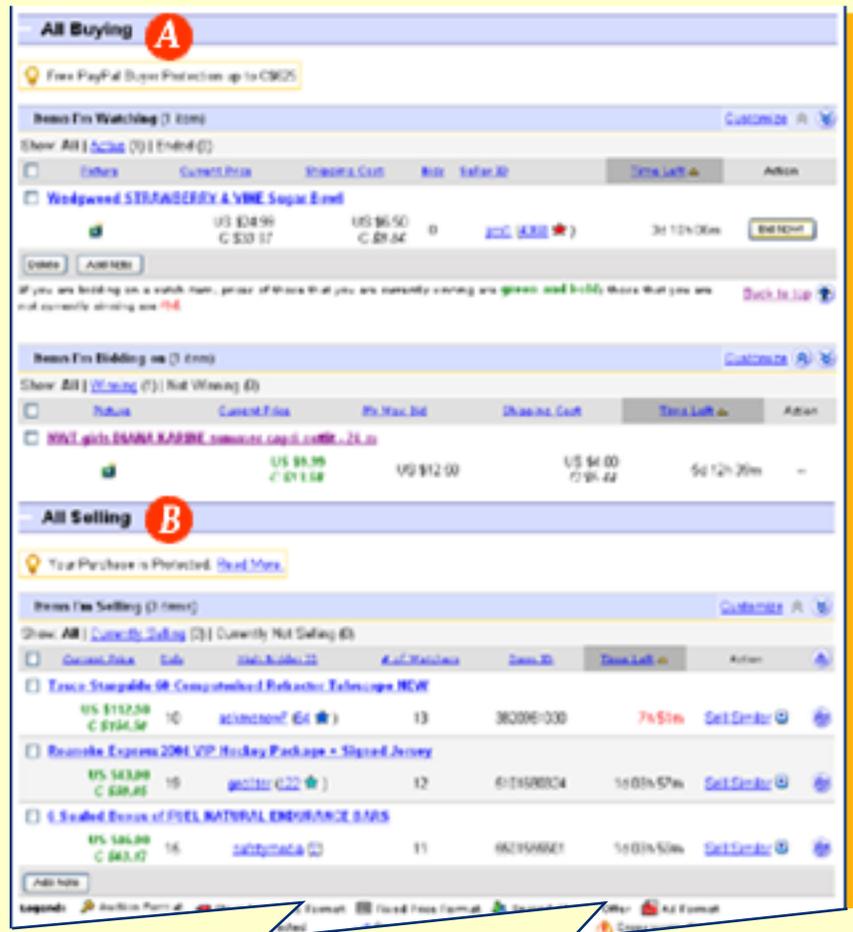


A. Buying

This section displays all the items you are currently bidding on, have won, didn't win, and are currently watching. Use the handy 'Show' filters to see only those items you want. Plus, customize your views and even leave yourself a sticky note. Use the status icons to keep track of payments, feedback and other tasks.

B. Selling

Manage your selling activity on eBay in one easy place. Status icons provide information on payment, shipping and feedback for each item. You can send invoices, leave feedback and review your total sales over the last 90 days. Plus, you can see how many bids and watchers your items have.



My eBay Page (con't)

C. Favourites

This is a great feature that lets you bookmark your favourite categories, sellers and searches so you can access them quickly and easily. Save up to 100 searches, keep track of your favourite sellers and stores, and link to your preferred categories from one easy location.

D. My Account

Everything you need to manage your eBay account is located here. Choose from these great features:

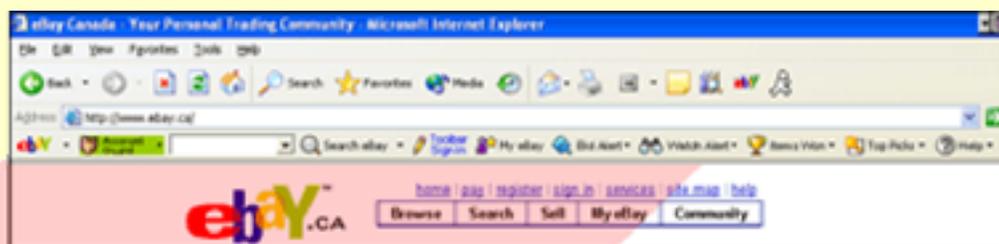
- **Balance Your Account** - View
 - your eBay seller fees summary
 - or click over to a detailed
 - invoice. You can even pay your
 - eBay fees each month using
 - PayPal - in just a few minutes!
- **Change Your Personal**
 - Information** - View and change
 - your User ID, password, email
 - address, shipping address and
 - more.



- **Set your Sign-in and Other eBay Preferences** - Take control of the options eBay
 - offers in such areas as email notification, seller preferences and My eBay default
 - settings.
- **Leave Feedback on a Transaction** - Successful eBay members know the power of
 - positive feedback. It's important that you leave feedback about the other party of your
 - complete transaction. A member's reputation is built on the basis of this feedback. Find
 - all the transactions for which you need to leave feedback from this section. Or view the
 - feedback you've recently received.

[Take the My eBay Tutorial](#)

eBay Toolbar



eBay Toolbar keeps track of items you've bid on and those you're watching, even if you're not on eBay or surfing the Internet. eBay Toolbar notifies you when items you're watching or bidding on in your My eBay page are about to end so that you don't miss out on any last-minute bidding. It even lets you choose from a variety of alert times. And because the eBay Toolbar is always at the top of your browser, it's easy to search and find items quickly.

eBay Toolbar also keeps you safe with its new Account Guard feature. When you're on a verified eBay or PayPal website, the Account Guard bar is green. But if you are on a phony eBay or PayPal site, or if you try to enter your eBay password into a site other than eBay, Account Guard turns red and issues an immediate warning. The Toolbar with Account Guard will also instantly alert you if a "spoof" or fake email lures you into clicking through to a fraudulent eBay or PayPal website. [Learn more about Spoof Emails](#). If you're ever in doubt about a potentially fraudulent website, one look at the eBay Toolbar with Account Guard will give you the answer.

Start protecting yourself right now by downloading the free eBay Toolbar. It's fast, free and easy! [Download the eBay Toolbar](#). [Take the eBay Toolbar Tutorial](#)

How will you know if you've won an eBay auction?

Go back to the Item page, check your email, or log on to My eBay. Any of these methods will provide you with a **Pay Now** link to begin the payment process. If you purchased a Buy it Now item, you will immediately be led through the checkout process.

Pay instantly with PayPal if your seller has provided this as a payment option. PayPal, the safe way to pay online, lets you pay by credit card or chequing account... and it's FREE! [Sign up now.](#)

Congratulations china_girlie !

Dear china_girlie,
You have agreed to purchase the following eBay item from [smst_real_wag \(P. 3 x11\) - Calgary AB \(Canada\)](#) using

NWT's CARTERS 2 Piece Romper - 18-24 months - WOW! - Item #8187929178

Payment instructions: [View](#) Pay using PayPal

Pay Now

Buy with Confidence - Learn payment safety tips and more.

Payment details:		Payment instructions from 1
Item price:	\$10.50	No USPS GREEN money order negotiable in Canada.
Quantity:	1	
Subtotal:	\$10.50	
Shipping, handling:	\$4.25	

Completing the Sale

Once you have been notified that you are the winning bidder, you may begin the payment process to complete the purchase of your item. If the seller accepts PayPal, you can initiate this process by clicking on the Pay Now button within the View Item page once the auction has ended. Make sure to review the payment details and follow the seller's payment instructions. If an international seller hasn't specified shipping costs to Canada in their listing, it's best to ask for a final quote before making your payment.

You can also find the Pay Now button in My eBay and in the End of Auction email.

Buy It Now Confirmation

You are signed in

You made a purchase using *Buy It Now!*

[Pay Now >](#)

Payment methods accepted:

- This seller, [china_girlie](#), prefers PayPal.
- PayPal*** ()
- Money order/Cashiers cheque
- See item description for payment methods accepted

Select a payment method (seller accepts the following)

This seller, [china_girlie](#), prefers PayPal.
For fast, secure online payment with credit card, use [PayPal](#) -- it's free.

PayPal* ()
PayPal Buyer Protection offered. [See coverage and eligibility.](#)

Money order/Cashiers cheque

Other

[Continue >](#)

Completing the Sale (con't)

If you have a few PayPal payments for different sellers to make at the same time, take advantage of the PayPal's multi-seller auction payment function. This allows you to pay multiple sellers in one transaction. (Each seller will only see his or her payment information.)

After receiving payment, the seller will ship your item to you. If you choose to pay by personal cheque, most sellers will require that the cheque first clear their bank before shipping the item. This process generally takes about 10 business days.

Inspect your item upon arrival to make sure that it is the correct item and that it arrived safely. If there are any problems with the item, contact the seller immediately. In the unlikely event that you are unable to resolve the problem with the seller, eBay has a number of programs designed to handle problematic sales.

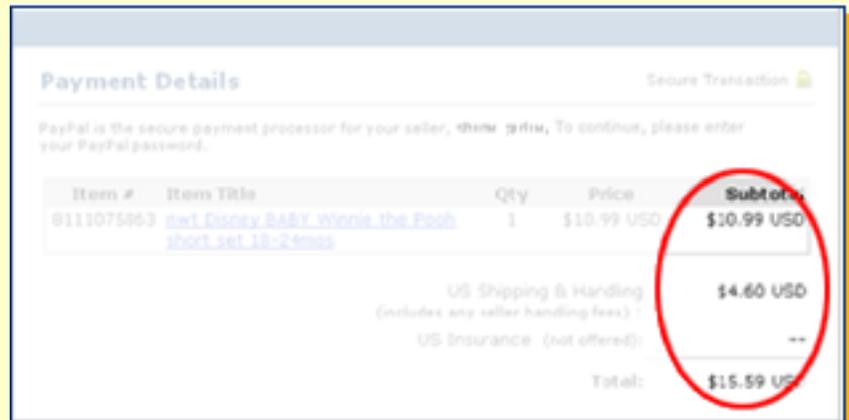
Leaving Feedback

The last step in the process is leaving feedback about the seller. Doing so helps promote an atmosphere of safe person-to-person trading on eBay. It's important that you leave feedback about the other party after a completed transaction. All eBay members' reputations are built on the basis of this feedback. The seller should leave feedback for you as well, as you build your reputation.

If any aspect of your transaction was unsatisfactory, contact the seller first to resolve the issue **before you leave feedback**. Most eBay members will be happy to resolve the issue.

Did You Know...

You have 90 days in which to leave feedback about another member. The feedback you leave is permanent, so be sure to leave only fair and factual comments.



eBay is committed to providing tools and services that enable you to trade safely throughout the eBay marketplace.

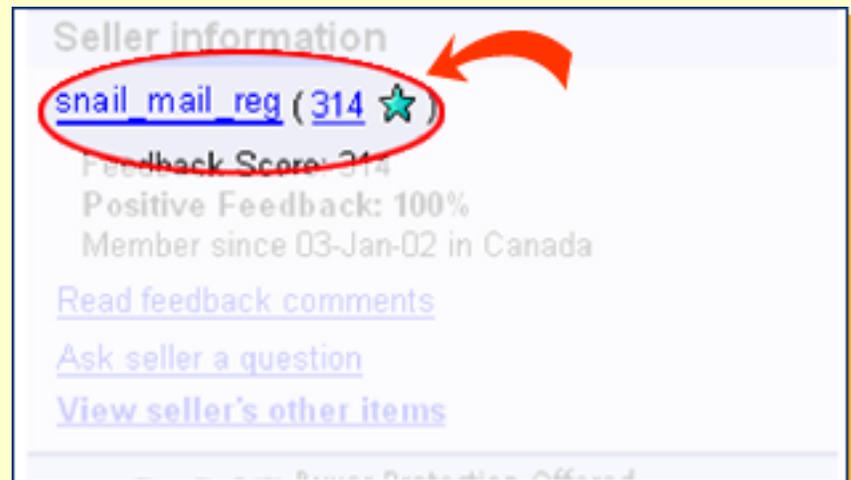
These programs are in place to offer financial protection, issue resolution, seller reputation tools and buyer education programs for safe trading practices.



Feedback

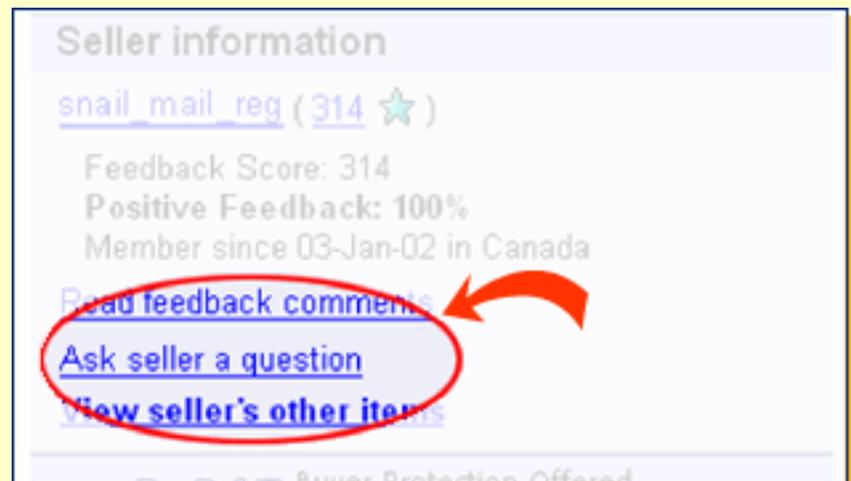
Reviewing feedback from eBay users who have previously purchased from the seller is a useful tool for evaluating that person's trading history on eBay. A seller's feedback score will tell you how many successful transactions the seller has made on eBay. Click on the number and scroll through the feedback comments to see what other people say about the seller.

[Learn More.](#)



Contact the Seller

If you have any questions about the item, email the seller BEFORE you bid. This is especially important if you are looking at a listing that does not include specific shipping rates to Canada. It's a great way to get to your know your seller and learn more about the item, shipping and accepted methods of payment. You can contact your seller by clicking on the 'Ask seller a question' link on the item page.



eBay Buyer Protection

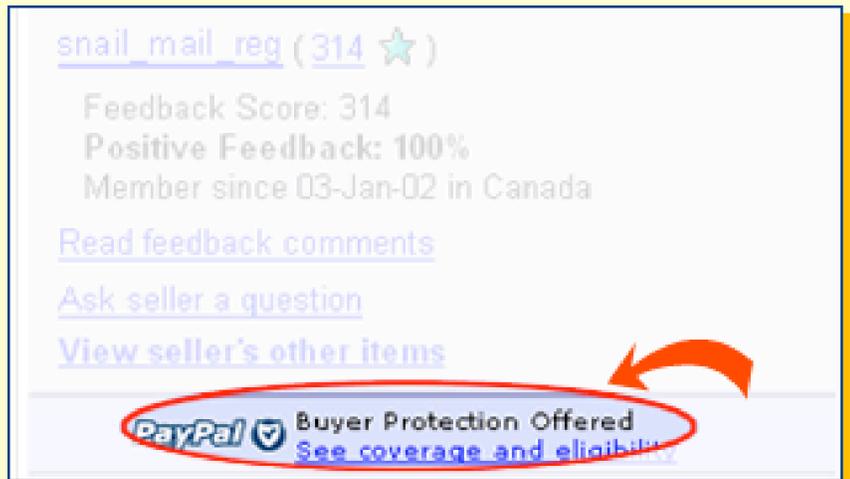
Rest assured, all eBay purchases are covered up to C\$315 (US\$200) minus a C\$40 processing fee (US\$25) to guard against fraud. Remember too that your credit card issuer and shipping insurance can also help you recover funds lost in a transaction. Don't be lured into completing a transaction off eBay as you won't be covered by this plan if something goes wrong with the transaction. [Learn More.](#)

PayPal Buyer Protection

When you pay for a qualified listing with PayPal, this program provides coverage up to approximately C\$625 (US \$500 equivalent) at no additional cost. To see if an item is covered, look for the Buyer Protection logo in the 'seller information' section on the listing and confirm the item's eligibility.

Use PayPal to pay for your items

PayPal, the safe and easy way to pay on eBay, is the eBay preferred online payment service that lets you pay by credit card or chequing account for all your items. It's fast, easy and secure. [Learn More](#)



snail_mail_reg (314 ★)
Feedback Score: 314
Positive Feedback: 100%
Member since 03-Jan-02 in Canada
[Read feedback comments](#)
[Ask seller a question](#)
[View seller's other items](#)

PayPal Buyer Protection Offered
See coverage and eligibility

Dispute Resolution

It is rare that something will go wrong with a transaction, but if it does, contact the seller to try to work things out. If that doesn't correct the situation, consider using an online dispute resolution service, such as SquareTrade, to resolve the situation. An online dispute resolution service can help rectify a situation before it turns into negative feedback. [Learn More.](#)

Protect Your Account

Some eBay users have received deceptive emails claiming to come from eBay. Fraudsters who send these emails hope that recipients will reply or click on a link contained in the email and then provide personal and financial information. We refer to these emails as "spoof emails." We encourage you to be cautious when responding to any email request for personal information. If you are ever asked to provide personal or financial information to eBay, do not respond via the email. Instead, open a new browser, type www.ebay.ca, sign in, and go to My eBay to update or review your information. [Learn More](#)

Unpaid Items

Remember, when you enter a bid or click Buy It Now, you are entering into a contract with the seller, so make sure that you are serious about buying the item. If you are the winning bidder of an auction listing or click the Buy It Now button and then decide not to pay for the item, your seller can begin the Unpaid Item process. eBay takes this very seriously and will provide you with a warning the first two instances you receive a strike under the Unpaid Item process. The third time, you will lose your eBay privileges. [Learn More](#)

Did You Know...

You can find more information about buying safely by visiting the [eBay Security Centre](#).