
Subject: Ebay customer support

Posted by [Jamie or NuneGa](#) on Sun, 07 Aug 2011 20:32:46 GMT

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So I have been doing a lot of buying and selling on ebay in order to make some extra cash, had a very weird problem whereby bidders couldn't bid on my items and as a result lost a lot of money (anyone know anything about this). Anyway the money doesn't bother me too much what pissed me off was the dunce on the other side of the ebay chat window who seemed like he was reading an instruction manual and copy and pasting (badly at that).

Heres the live chat... It took a lot of self control for me to not insult this guy, especially as he took about a minute to reply to every comment, then had the balls to ask me to reply quicker.

Andrew Dereks

Welcome to Live Help, my name is Andrew. How may I be of assistance?

imajamie

hi

Andrew Dereks

Hi Jamie.

imajamie

I have just arrived home to find there was an error or glitch with ebay that resulted in none of my items being bid on past 3 pm today

imajamie

as far as I can see

imajamie

All items ended around half 6 tonight

Andrew Dereks

Just to clarify, are you concerned about the time the listing has ended?

imajamie

No sorry, I didn't explain that well

imajamie

Had a buyer message me telling me he could not bid

imajamie

Believe the same thing has occurred on all my items ending today

Andrew Dereks

I see. It could be that the buyer has encountered a limit on their account, or they placed their bid at the last minute of the auction.

imajamie

The thing is, it has occurred on 6 items. They are popular items where bids are usually placed in the last minute of selling

imajamie

however it seems that no bids were placed after 2pm today BST

Andrew Dereks

If you do not complete the process of submitting a bid before the listing ends, your bid will not be accepted.

Andrew Dereks

When you first pull up a listing page, your Internet browser will usually save a copy of that page in the browser's cache. You should make sure that you are accessing the most recent version of the page by using your browser's "Reload" or "Refresh" button.

imajamie

ok, cheers captain obvious

imajamie

you still don't understand my problem

imajamie

It looks as if buyers were unable to bid on 6 of my items after 14:11 bst today

imajamie

as a result I have lost a lot of money

imajamie

I am trying to discover if there was a glitch or server fault with ebay today

imajamie

a reason why the buyers could not bid my (the sellers) items

Andrew Dereks

I completely understand your point. I can see that there's nothing wrong with your listings, and we have not received any complaints from other sellers regarding this.

Andrew Dereks

You may ask the buyers to contact us directly for further assistance. Note that to keep eBay safe, a member may be asked to verify their account through a credit card in order to bid. This is to avoid Unpaid Items.

Andrew Dereks

Also, members who have multiple Unpaid Item records may be blocked from bidding.

imajamie

the buyer that messaged me over item 270791589739 has a 100% feedback score, this item would usually sell at £25 minimum, and have several bids during the last 5 minutes of selling, yet

today there were none

Andrew Dereks

Instead of contacting you, why don't you ask the buyer to contact us directly as it is WE who can investigate further.

imajamie

ok, who can I contact for further investigation?

Andrew Dereks

You can get back to us for further concerns.

imajamie

Is there someone I can contact who can look into whether buyers were able to bid?

Andrew Dereks

Aren't you satisfied with this conversation? If so, you can close it now and open a new one. A new customer service agent will be able to assist you.

imajamie

Are you just reading stuff off a sheet? Or do you actually know about ebay?

Andrew Dereks

I've been here for a number of years, so I'm confident of what I'm saying.

imajamie

Good, then can you tell me who I can talk to that can investigate into my problem. It sounds like it is a rare issue therefore likely it will need special 'treatment'.

Andrew Dereks

Please ask your buyers to contact us directly so we can investigate. This means that we can investigate on the issue. I hope this makes sense.

Andrew Dereks

And I would appreciate if you could respond quickly.

imajamie

have only had one buyer contact me

imajamie

but will ask him to contact you

Andrew Dereks

Yes please.

Andrew Dereks

Is there anything else you wish to discuss?

imajamie
Is there no one I can contact?

Andrew Dereks
There's none.

imajamie
well that's very useless to me, I have to hope that one buyer, who probably won't care enough to contact you guys will contact you for me.

<----- here did the same as hanging up
Chat Session Ended, Goodbye. (5010)

I found it very amusing when he decided I just didn't know about the refresh button on my internet browser.

File Attachments

1) [pissMEoFF.jpg](#), downloaded 795 times

Chat with an Agent - Mozilla Firefox

ebay.com https://cschat.ebay.com/TAW/light/chat/chat_page.jsp

ebay Live Chat Exit chat

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Chat Session Ended, Goodbye. (5010)

A A A

So I have a chance of getting the £50 or more quid I probably lost due to t

Send

Note: A record of this chat session will be sent to your email address.

Offline

Done

Subject: Re: Ebay customer support
Posted by [danpaul88](#) on Sun, 07 Aug 2011 21:04:21 GMT
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Unless buyers are reporting problems bidding on an item they probably just assume your trying to get a refund on your insertion fees due to an item not selling.

I know that's not much help, but you have to try and see it from their point of view too. A random glitch on a single users auctions on a site of that size is extremely unlikely, normally they would be inundated with support requests if such a problem occurred.

Subject: Re: Ebay customer support

Posted by [Dave Anderson](#) on Mon, 08 Aug 2011 02:31:02 GMT

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I'm sorry your buyer had a problem, but there isn't anything customer service can do for you. I worked for DirecTV customer service for 2 years and was a Customer Retention Manager, and I can tell you that from that experience and my dealings in that field at the time that most all enterprise level customer service is structured the same way. They are not going to invest resources in investigating a single, isolated issue. It just doesn't happen.

The first reason is you are calling in to a call center. Unless it is a known issue broadcast by there command center, all they can do is report it to their local managers. Isolated issues like this don't get reported to corporate unless its a large business impact to many customers. Furthermore, if they can not reproduce your problem, it is considered low importance.

The representative did all he could, maybe he could have asked his supervisor, but the outcome is mostly the same. Being a smartass dick to a customer service representative isn't to get you anymore of an answer, all it does us make the representative feel like shit and not want to help you at all.

This is the downside of using someone else's service to buy and sell. Sometimes there are problems. It's life.

Your buyer should contact them. It could be a problem on the buyers end, but if not its still an isolated issue. All customer service can do is troubleshooting and see if it becomes a large issue to report to corporate for investigation. Which simply doesn't happen for one isolated incident.

Subject: Re: Ebay customer support

Posted by [halo2pac](#) on Tue, 09 Aug 2011 02:49:17 GMT

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I had a similar issue with AT&T DSL support, I called on behalf of my aunt because she was getting 100kbs off a 6mb line. I explained my situation, they did a line test and told me nothing was wrong, and i assured them there was something wrong. I argued with them for 1 hour while they were treating me like a dumbass, where as i finally told them I was an A+ certified tech (I am very close to being one actually) and so they put me on with there manager. I demanded they send a tech to my house at no charge, which they did. The tech came and told me that the street lines were very old and needed to be replaced all the way down the street, and that they had ripped me off since the lines only support 1.5mb. I called them up again and bitched them out for cheating me for a 6mb line when i could only get a 1.5. they dropped me to a 1.5, credited me double and said it would be fixed tomorrow. tomorrow came, not fixed. down to 56kbs. I'm pissed. I called them up and bitched a third time where as I had to explain I was a A+ tech and that I needed to talk to there IT department because the call operators were not learned enough. I got an IT guy finally who told me the same thing as the service tech who came to my house - the lines are shit. and then he conferenced the manager in the call and then the manager said he was sorry and there was nothing he could do but drop me as a customer since my aunt's credit score sucked balls.

all that to tell me that my aunt should pay here bills, and admitting there serviced sucked.

I should tell the store about the sales guys from Florida who called me about my credit score when I didnt have one yet since I was 17 at the time.... but I wont.. Moral is I have good lawers who dont like 30 long distance calls a week from do-not-call-list violators calling me

Subject: Re: Ebay customer support
Posted by [danpaul88](#) on Tue, 09 Aug 2011 08:17:58 GMT
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They did a credit check as part of a technical support query? What the fuck? Are they allowed to just do random willy-nilly credit checks in the US?

Subject: Re: Ebay customer support
Posted by [Dave Anderson](#) on Tue, 09 Aug 2011 12:44:35 GMT
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If you sign up for service and you have a poor credit score, you have a special account type internally that is flagged, or has limitations. In addition, if you have poor payment history, your options for service and support are limited as well. For example, if you are past due, you don't get a service call until you pay your bill. They don't run credit checks on the fly, but your account would be limited if you had a poor credit score when you activated, and poor payment history can really be a killer when you need help.

Subject: Re: Ebay customer support
Posted by [Taz](#) on Tue, 09 Aug 2011 13:07:22 GMT
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Unless you owe them money, their customer service is useless.
I had a few problems with ebay/paypal in the past where i was scammed on Ebay. Paypal didn't do shit to help me out, neither did Ebay. Once i did a chargeback, i was suddenly getting phone calls every single day for 3 weeks.

Subject: Re: Ebay customer support
Posted by [Jamie or NuneGa](#) on Tue, 09 Aug 2011 21:03:17 GMT
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I actually got lucky, my uncles mate works for ebay and is looking into it for me

Subject: Re: Ebay customer support

Posted by **MUDKIPS** on Wed, 10 Aug 2011 07:32:52 GMT

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eGay

they've gotten to big, and can get away with basically any shit they pull on customers.
