
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 836 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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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