

25/9 timfg

Enter Buyer's User ID

nunopaulolemos

Enter item number(s)

251150505492

Enter copy of email header <snip>

Enter copy of email body

Dear terferger, hello, i've won the Cisco Linksys NSLU2 NAS Device auction, and would like know the postage price to Portugal.

nunopaulolemos

Enter your question/concern

Unsurprisingly, I told him it was not offered outside the UK and would have to Second Chance offer it. In response, he has left me some vaguely racist negative feedback about the British being snobs. Nice!

26/9 eBay

Hello Tim,

Thank you for writing to us about the negative feedback you received from buyer "jameslondon2" for the farm equipment (item 221066565687) you sold. I understand that you want this to be removed as you feel this is undeserved.

Tim, I am pleased to let you know the Feedback you identified fits one of our Feedback removal criteria, we have now removed it from your account.

In this instance the Feedback will be removed for the following reason as part of our Feedback Withdrawal and Removal policy:

* The Feedback breached our Feedback Abuse policy by containing

- The comment, reply or follow up references a completely separate transaction or unrelated experience.

To read all of our Feedback removal criteria, copy this link into a new browser window:

<http://pages.ebay.co.uk/help/policies/feedback-withdrawal-removal.html>

Please be noted that it may take a few hours for the Feedback to disappear from the website as this requires input from our technical team.

I trust this has helped to ease your concern. If I can be of any further help simply reply to this email.

Kind regards,

Maggie Ziandi

eBay Trust & Safety

26/9 timfg

You appear to have got something mixed up - this is not feedback relating to farm equipment, nor do you reference the correct user. I notice you've removed the relevant feedback comment, but not the negative 'strike' either. This guy won a UK despatch auction, then gave me mildly abusive negative feedback because I refused to ship the item to Portugal and Second Chance offered it. There is no basis for leaving the negative in place, he did not comply with the terms of the auction and I am blameless!

26/9 eBay

Hello Tim,

Thank you for writing to us about the negative feedback left by your buyer.

I understand you feel that if we removed the comment we should remove the negative rating as well. I can explain why we don't do this.

Your trading partner left you their rating as a measure of their negative opinion of the transaction. Unfortunately, in the Feedback, they used comments or words that aren't allowed on our Feedback forum.

What you can do now:

If the Feedback was left less than 30 days ago, you should contact the buyer to see if there's anything you can do to resolve the issue. If you reach an agreement, you can ask them to change the Feedback rating they left you.

You'll find more information about feedback revision here:

<http://pages.ebay.co.uk/help/feedback/feedback-revisions-faqs.html>

I trust this information has helped you. Should you need further assistance please do not hesitate to contact us again.

Thank you for choosing eBay!

Kindest Regards,

Dana Arnolds

eBay Customer Support

26/9 timfg

I offered an item for sale in the UK. He won the auction, then insisted I post it abroad. It is completely inappropriate for me to have negative feedback registered because I was not prepared to change the terms of the auction retrospectively: I did not offer international delivery.

He is clearly in breach of your Buying Practices Policy because he has 'demanded a change to the postage method or delivery location other than those specified in the listing'. The policy is quite explicit in advising that this is a circumstance in which eBay will remove feedback.

Please look at this again and acknowledge what has happened here - and then follow your own policy.

27/9 timfg

Chaps, could you either remove the feedback in question - **in accordance with eBay's Buying Practices Policy** - or tell me why you can't? You appear to have responded to the nature of the comment without recognising the wider issue here: There is no question that this negative feedback should be removed, **your own published, policy is very clear on it.**

This is my first negative feedback in 12 years of using eBay and I am not best pleased that a complete idiot who can't be bothered to acknowledge the auction terms can leave my impeccable record showing at 83%. I would really appreciate someone giving this a moments attention. Failing that, please tell me how I escalate this issue.

28/9 ebay

Hello Tim,

Thanks for your email about your request to have the negative feedback left by "jameslondon2" removed.

Due to the fact that there are few instances when we are able to remove feedback, good members can sometimes still end up receiving feedback they feel is inappropriate or unfair. However, unless the feedback meets the removal policy guidelines, which is the case here, we can only remove the comment.

Please do trust that we have given your request a thorough and careful review. As mentioned in the last email we sent you, the decision isn't based on our judgement of how the transaction was concluded, or on whether you're deserving of the Feedback you received.

To review our Feedback removal criteria, copy the following link into a new browser window, then click 'Show' next to Additional Information.

<http://pages.ebay.co.uk/help/policies/feedback-abuse-withdrawal.html>

I trust that I've explained our position clearly. If you have any further questions, please don't hesitate to contact us again.

Kind Regards,

Brenda Gragham

eBay Trust and Safety

28/9 timfg

You seem to be quite confused about your own policies. The Feedback Removal Policy, for which you provided a link, contains the following:

Situations where eBay may remove feedback:

Breaches of eBay Policy: The Feedback was left by a buyer who was found to be breaching our [Buying practices policy](#) (or its related policies).

And the Buying Practices Policy contains the following:

Buying behaviours we don't allow:

Demanding a change to the postage method or *delivery location* other than those specified in the listing

This **couldn't more clearly** meet the Feedback Removal Policy guidelines. This is **exactly** what he did.

More to the point, it is completely nonsensical that you would sanction negative feedback in this situation because it makes it pointless for the seller to set any terms in the auction - you are effectively permitting the buyer to renegotiate any term - up to and including the winning bid price - after the auction has finished and then give negative feedback to the seller if he refuses, a practice I believe you call Feedback Extortion.

Would someone sane please look at this again? I am not going to chase it any further, I will just send a copy of this mail chain to the finance pages of the broadsheets where there is a slim - but not non-existent - chance that they will publish it. This is a policy I call:

'Making Sure Large Corporate Bodies Do The Right Thing By Ensuring They Recognise The Risk That Their Failure To Do So Might Just Make The Newspapers'

I also run several blogs, with a readership that runs into hundreds a day. If the newspapers aren't interested they certainly will be - because the determination of what appears in them is down to the Editorial Control Team. **Me.**

PS The user in question is not JamesLondon2 and I have not sold any farm equipment to him. You've had that wrong since your initial response. Perhaps you should go back to the original issue to understand what this is about...

5/10 timfg

Chaps, would you please review this, recognise the myriad mistakes you have made throughout - like examining a user that I **have never dealt with** - and remove the feedback, in accordance with **YOUR PUBLISHED POLICY**.

It's ridiculous that we've managed to exchange such a lengthy mail trail on it: Your own Feedback Removal Policy **clearly defines that this should be removed**, but you've been looking at the wrong user right from the start. I should not have to put up with my first - totally outwith policy - negative feedback in 10 years just because you can't get your act together and review the position properly.

Thanks

6/10 eBay

Hello Tim,

Thank you for writing back to us. I understand that you're concerned with the feedback you received from your trading partner.

First of all, please accept my sincere apologies for the confusion that the previous response might caused you. I appreciate your patience and allow me to clarify this matter.

Regarding your concern, I have personally checked into this matter and I can only assume that you are referring to the negative feedback left by this buyer "nunopaulolemos" for the cisco device (item 251150505492).

I also have further reviewed your account and I can confirm that it has been removed already on your account, however the rating remained.

Though this is the case, please note that your Feedback percentage will only reflect your last 12 months of Feedback, any negative Feedback older than 12 months will not impact your Positive Feedback percentage, which may still become 100% and lessens the long-term impact of an unfair negative.

As always, my goal is to help you with your questions as accurately as possible. I appreciate your patience and understanding regarding this matter and wish you continued success on eBay, Gillian.

Kind regards,

Sadie Sterns

eBay Trust & Safety

6/10 timfg

Sadie

I am really at a loss to understand why you cannot remove the negative feedback. **He broke the buying practices policy**. I sent you the evidence of this when I first raised this issue: He wanted me to send the item to Portugal, when it was offered for despatch in the UK only. When I refused, he gave me negative feedback.

The feedback removal policy is absolutely clear on this and is quoted directly in previous mail. This is - for totally obvious reasons! - a circumstance in which eBay will remove feedback. Please do what your policy requires you to!

9/10 timfg

Could I have a reasoned response to this please? If you're not prepared to remove the negative feedback score, please explain why - and not with reference to the **Feedback Removal Policy** or the **Buying Practices Policy** which clearly dictate that you **SHOULD** remove the feedback.

I find it quite amazing that I have to exchange weeks of email to get some feedback removed, when **your own policies clearly direct you to do so.**

16/10 timfg

Chaps,

Will you please **comply with your published policy** and remove the feedback? How do I escalate this?

17/10 eBay

Hello Tim,

Thanks for getting in touch about the Feedback comment we removed. I understand you feel that if we removed the comment we should remove the negative rating as well. I can explain why we don't do this.

Your trading partner left you their rating as a measure of their negative opinion of the transaction. Unfortunately, in the Feedback, they used comments or words that aren't allowed on our Feedback forum.

What you can do now:

If the Feedback was left less than 30 days ago, you should contact the buyer to see if there's anything you can do to resolve the issue. If you reach an agreement, you can ask them to change the Feedback rating they left you.

You'll find more information about feedback revision here:

<http://pages.ebay.co.uk/help/feedback/feedback-revisions-faqs.html>

Tim, I know this may not be the answer you were looking for but I trust I've explained why we can't remove the rating you received.

Kind regards,

Rosie Dwyer
eBay Trust & Safety

17/10 timfg

This is the same, **incorrect** boilerplate response you have sent before. This buyer broke the Buying Practice Policy. The feedback removal policy is quite clear that you will remove feedback in this circumstance. Please review the circumstances **PROPERLY** and remove the feedback rating. It is not helpful to keep sending me responses that do no more than evidence that you have not reviewed the situation, nor understand what your own policies actually say.

This is the 20th mail on this matter. It feels like dealing with a random answer generator.

Hello Tim,

Thank you for writing back regarding the feedback you received from "nunopaulolemos". I understand you believed that this will under our Feedback removal policy.

First of all, I appreciate you being aware of our policies, so please accept my sincere apologies if our previous correspondents did not address your concern accordingly and allow me to further assist you with this.

Tim, to be able to remove the overall feedback, I recommend you file an Unpaid Item case against this buyer. If the buyer doesn't respond in the Resolution Centre and you close an unpaid item case against them, the Feedback they left for you will be removed, including any Detailed Seller Ratings.

If the buyer responds and you're able to resolve the issue, you can ask them to change the Feedback rating they left you. To read more about Feedback revision, copy this link into a new browser window:

<http://pages.ebay.co.uk/help/feedback/feedback-revisions-faqs.html>

For more detailed information on Unpaid Item disputes and Feedback removal, copy these links into a new browser window:

<http://pages.ebay.co.uk/help/sell/unpaid-items.html>

<http://pages.ebay.co.uk/help/feedback/losing-privileges.html>

In the meantime, if you'd like to hide the Feedback, you can make your Feedback profile private:

1. Click "site map" at the top of any page on the eBay website.
2. Under Feedback, click "Make Feedback Public or Private".
3. Select "Make my profile private" and click the "Submit" button.

Please be aware that we don't allow sellers to list items if they have private Feedback. This is to ensure that buyers have all the information available about a seller's trading history and can make an informed decision about whether to buy from a seller.

To find out more copy this link into a new browser window:

<http://pages.ebay.co.uk/help/feedback/profile-public-private.html>

If you want to, you can block up to 5,000 bidders from bidding on your listings by following the directions on this page:

<http://pages.ebay.co.uk/services/buyandsell/biddermanagement.html>

If the banned bidder tries to bid on your listings, they will receive this message:

'Unfortunately, this seller has decided that you are not permitted to bid on their listings. You may contact the seller via the Ask Seller a Question feature if you want additional details.'

I'm confident that this information is helpful and that your eBay sales run more smoothly in the future.

Kind regards,

Albert Negrin

eBay Trust & Safety

17/10 timfg

I will file an Unpaid Item case. But this should NOT be necessary. I have given you all the evidence you require to remove the feedback in accordance with EBAY'S PUBLISHED POLICIES. Which are clearly not worth the secondhand, purchased on eBay, keyboard upon which they are typed.

You do a very good impression of operating according to some sound moral principles, supported by strongly worded policies describing the ways in which you will not allow eBay members to behave inappropriately and get away with it. Regrettably, it's a sham: You can't be arsed to respond to an entirely reasonable request to act in accordance with those published policies, the best you can offer is a workaround that *might* force the issue.

eBay: they used to be the only auction site in town.

22/10

Negative Feedback Score is removed!