

How to buy online using eBay

You can buy and sell things on eBay, one of the world's biggest online marketplaces. Here are things to keep in mind when you're buying.

Creating an eBay account

On eBay you can buy new or used items from many different stores as well as individual people. You can browse eBay for items of interest, but to purchase items you will need to create an eBay account. Here's how:

1. Go to **ebay.com.au** in your web browser.
2. Click on **register** near the top left of the screen.
3. On the **Create an Account** page, enter your first and last names, email address and a strong password.
4. Click **Register**.

You will then be returned to the eBay home page and be logged into your account on eBay, ready to start buying.



You need an account before you can buy or sell on eBay

Buying items on eBay

You can look for things you're interested in buying using the **Search** box near the top of the screen. You can also look for items by selecting from the categories – Fashion, Motors, Home & Garden and so on – underneath the Search box.

You can narrow down your search using filters. These are tick boxes to the left of the list of results in your searches. They let you do things like select the price range, size, colour or condition of an item.

The two main ways that things are sold through eBay include: **Auction**, where you bid against others for an item, and **Buy It Now**, where the price is fixed, just like in a store.

How to buy online using eBay

Remember to carefully consider whether you want to buy the item and for how much. If you bid in an eBay auction or offer to purchase a **Buy It Now** item, you have committed to the purchase.

eBay uses a rating system to identify reputable sellers. Choose sellers with high star scores and Positive feedback ratings of close to or at a 100%, since that means everyone who has purchased from these sellers has been happy with the transaction.

For security, your eBay password should not be one that you've used for any other online account. Create a strong password with at least eight characters, including a mixture of letters, numbers and capitals.



What's the difference between an auction and Buy It Now?

When you purchase something on eBay that's listed as **Buy It Now**, you are committing to buy the item straight away rather than having to wait until an auction finishes. You may get a better deal in an auction, but you can't be certain that you'll actually win the item you want.

Some of the items listed for auction also have Buy It Now prices attached. You can consider paying that price if you don't want to wait, but you may not then get the best price.

Sometimes items listed on eBay actually cost more than new items direct from the manufacturer. Check the new price for an item before shopping on eBay to be sure you're getting a good deal.



You can bid for an item on eBay or pay a set price, just like in a store

How to buy online using eBay

Bidding on auction items

eBay auctions are exactly like other auctions with which you may be familiar. You still offer bids against others. And if you win the auction, you are committed to complete the purchase. But the bid you offer may not be the bid that appears in the auction. Here's how an eBay auction works:

1. You decide the maximum amount that you're prepared to pay for the item.
2. You bid that amount, even it is a lot more than the current bid on the item.
3. The amount that you have bid remains a secret. eBay will instead increase the current bid on your behalf by a small increment. That way, if you win the bid you will only have to pay the minimum amount necessary.
4. The amount of the increment depends on the value of the current bid. It may be as little as 50 cents for low-cost items, to as high as \$100 for items above \$5000.
5. The other bidder may also have placed a bid much higher than the current bid price. So, eBay may lodge a number of bids in rapid succession for you and the other person. The increases will stop when either the amount you originally entered, or that by the other person, is exceeded.
6. If your bid isn't enough, you may decide to make a new, higher bid. But it's best to avoid getting too caught up in the competition. Remember, the amount you entered at the start was the maximum that you were prepared to pay.
7. If you change your mind about bidding, there's no guarantee that you'll be able to withdraw. Your chances are best if you try to withdraw straight away. Remember, if the auction concludes with yours as the winning bid, you are obligated to go through with the purchase.



Current bid: **\$18.00**

Place maximum bid

\$30.00

eBay bids for you in an auction, but only up to the maximum you've specified

How to buy online using eBay

What happens after I win an auction?

Congratulations, you've won the auction or you've clicked **Buy It Now** to purchase an item! What now?

- Remember, you are committed to complete the purchase.
- eBay will send you an email informing you that you have won the auction. You can click on the link to pay. The email will specify the item, cost and any postage charges, and will also refer to you by name so you know it's legitimate.
- You have four days to pay before the seller can open up a dispute with eBay.



You can't back out of a sale once you've purchased an item or won an auction

It's generally best to use PayPal to handle your transactions on eBay. Avoid paying by bank deposit, because typing account details incorrectly could mean you send your money to the wrong account and won't be able to get it back.



- eBay allows you pay for items using PayPal, major credit and debit cards or a bank deposit. You may also be able to pay using other methods, including AfterPay, Google Pay and ApplePay.
- Once you've paid, eBay will let the seller know so they can arrange delivery of your item. If it's being delivered by post, eBay will let you know when it's been dispatched and when to expect delivery.

How to buy online using eBay

What if there's a problem buying an item?

Sometimes there can be a problem when you buy something through eBay. For example, the item never arrives, is not how it was described, or is damaged. What can you do?

- First, contact the seller through eBay so they have a chance to fix the problem or offer a refund.
- If this doesn't resolve things, you can use eBay's **Resolution Centre**. This will guide you through the steps necessary to sort things out. Usually eBay will contact the seller on your behalf.
- If there is no response within three business days or the seller doesn't deal with the problem to your satisfaction, you can then ask eBay to review the dispute.
- eBay has a **Money Back Guarantee** if you do not receive the item you've purchased, or it does not match the description, including if it was damaged in transit.
- If eBay is unable to help and the disputed matter involves a PayPal purchase, you can call **1800 073 263**.
- Remember, if you make sure you only purchase from trustworthy, reliable sellers who have a high star rating and **Positive feedback** score, your chances of running into problems in the first place are minimised.



eBay's Resolution Centre can help settle disagreements between buyers and sellers