

Buying on eBay: case study

Antonio has moved from his house to an apartment and is now decorating. He decides to use eBay to find and buy some of the items he needs.

How you can use eBay to buy items

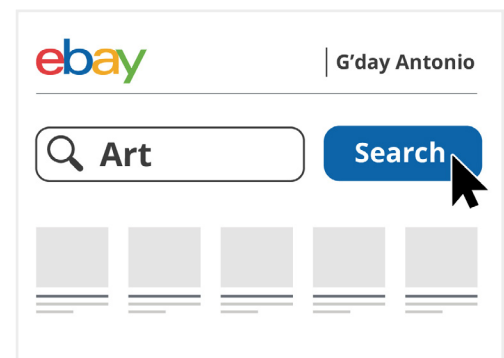
Antonio sold some household items on eBay when he downsized to his apartment and decides to use it again to buy items for his new place.

- He wants some artwork but is not quite sure what he's looking for.
- From the convenience of his home computer, Antonio can search for artwork on eBay, choose a print size and have it delivered.

Buying household items on eBay

eBay makes it easy to buy things:

1. Antonio logs onto his eBay account by going to **ebay.com.au** and logging in with his username and password.
2. He types **Art** into the **Search bar** at the top of the eBay website to open the Art category page and view the options.
3. Because there are so many results, he narrows down the search by choosing a category from the list at the left. He clicks on **Art Prints**.
4. To narrow the search further, Antonio uses some of the filters on the left side of the screen, underneath the list of categories. For example, he can select the **Style**, the **Price** range he's interested in and whether the print is **New** or **Used**.
5. Antonio finds an artwork print he likes from the list of search results and clicks on it to see more information.



eBay allows you search for items you want to buy

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6. On the listing page, Antonio can see the seller's star rating and feedback score. They are both high, so he feels confident in buying from this seller.
7. On the listing page, Antonio can check the price, the condition and other details about the artwork, including the cost of postage. He can also click on each of the photos to enlarge them and see the work in more detail.
8. Antonio decides he likes the work and wants to buy it.
9. The artwork is for auction, so he enters the maximum amount that he's prepared to pay into the **Place bid** box.
10. eBay will not necessarily bid that amount. Instead it will automatically place bids for him, offering just enough to keep him ahead of other bidders until it reaches the amount that he has typed in.



Zooming into photographs allows you to see sale items in more detail

What happens when the auction finishes?

If someone outbids Antonio, eBay will let him know and he can consider whether to place a higher bid. But at the end of the auction period, Antonio has the highest bid and is successful! What happens now?

1. Antonio receives an email from eBay telling him that he has won the auction and must now pay for the artwork.
2. He logs onto his eBay account and clicks on the shopping cart at the top right.
3. A box pops up showing his pending purchase. He clicks on the **Checkout** button to begin the payment process.
4. The Checkout page shows the methods by which Antonio can pay for his purchase. Antonio specified PayPal as his preferred method of payment when he set up his eBay account, so he clicks on the **Confirm and pay** button.

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5. eBay shows an order confirmation along with an estimated delivery date. Antonio receives the confirmation as an email too, along with a receipt for payment from PayPal. eBay also emails the seller, advising that payment has been made, and provides the shipping address recorded on Antonio's eBay account for delivery.
6. When the item is posted, eBay sends Antonio an email telling him an expected arrival date, along with tracking information.
7. When he receives the artwork, Antonio is pleased that it matches the description and the photos in the listing, and that it arrived quickly. He leaves positive feedback on eBay to the seller and hangs the print in his new apartment.

 **Estimated delivery:**
20 Nov - 21 Nov



Once you've paid for an item,
you'll be notified about when
to expect delivery