Hello Batuhan,

Thank you for contacting our CEO John Donahoe regarding the recent feedback you received, as well as the negative experience which occurred with this buyer. John has read your email and has asked me to respond on his behalf.

I am sorry to hear that you have received a less than satisfactory feedback, resulting in a frustrating experience for you. In a sense, feedback is your online reputation on eBay; therefore, I can certainly understand your concerns surrounding the negative feedback which you feel was inaccurate from this buyer. As an active buyer and seller within our community for nearly 8 years, I am pleased to have the opportunity to discuss our feedback policies with you today.

To begin, please know that in some cases we can remove feedback, but only if the feedback meets the requirements for removal under our Feedback Abuse, Withdrawal and Removal policy, or our Feedback Extortion Policy.

I have thoroughly reviewed the feedback that was left by your customer greasemonkey48601, and upon review, I have confirmed that the messaging sent by the buyer does violate our Feedback Extortion policies. Therefore, I have removed the negative feedback and any Detailed Seller Ratings left by the buyer from your feedback profile.

Below I have included a link to our Help Pages which outlines when eBay is able to remove feedback.

- When eBay may remove or adjust Feedback:

- Feedback Extortion:
  http://pages.ebay.com/help/policies/feedback-extortion.html

As you will see in the policies noted above, there are only a few situations in which we can remove feedback. Specific to the Feedback Extortion policy, buyer’s aren’t allowed to threaten the use of Feedback or low Detailed Seller Ratings in an attempt to force the seller into providing additional goods or services, a full or partial refund or a return of the item.

Based on the messaging sent by the buyer, we have removed this violating feedback in accordance with our site policies and User Agreement.

Batuhan, I am glad to report that the feedback has now been removed from your profile and will no longer impact your current Feedback Score or percentage.

I thank you again for contacting eBay’s Executive Office and thank you as well for being a valued member of the eBay buying and selling community.
Regards,

Austin Young
eBay’s Office of the President

[THREAD ID:1-389YQZK]

From: batuhan.osmanoglu@gmail.com [mailto:batuhan.osmanoglu@gmail.com] On Behalf Of Batuhan Osmanoglu
Sent: Friday, April 05, 2013 3:52 PM
To: Donahoe, John
Subject: Ebay refuses to remove inaccurate negative statement.

Dear John,

I am unsatisfied how ebay handles the customer complaints, and sides with the buyer even though the seller is right on all accounts. I am trying to raise awareness of this ebay policy, and published an article on my blog, where you can find details:

http://www.osmanoglu.org/funstuff/97-story-of-a-negative-feedback-on-ebay

I will be happy to post ebay's response on the same blog.

Best Regards,

batu.

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eBay Document ID: 6038136005

Learn More about how to protect yourself from spoof (fake) emails.

This administrative email was sent to batuhan@yahoo.com from eBay. As outlined in our User Agreement, eBay will periodically send you required emails about site changes, site enhancements, and your transactions. Read our Privacy Policy and User Agreement for more details if you have any questions.

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