



First time bidding and buying

It's fast and easy to get started using eBay

eBay[®]
university

First time bidding and buying

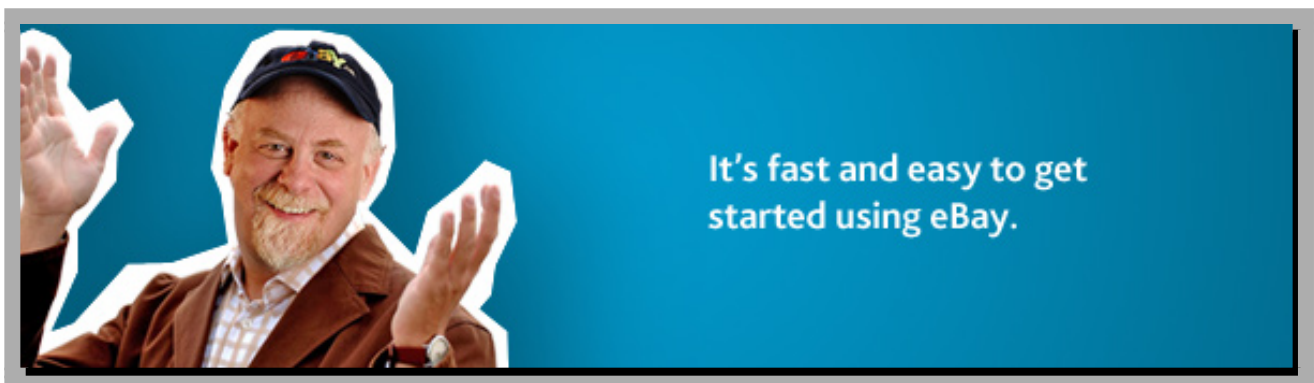
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First time bidding and buying

Find an item: Introduction

First Time Bidding and Buying



Bidding and buying on eBay is easy and safe. Here, learn to do it step by step.

Here you'll learn...

- How to find an item
- How to view and evaluate listings
- How to easily bid and buy
- How to complete a purchase

First time bidding and buying

Find an item: Searching

Find what you want



To find an item...

Use the Search box at the top of any eBay page. To find a digital camera, for example, use the search phrase "digital camera." Narrow your search by adding brand names or features like "HP Photosmart" or "5 megapixel digital camera."

To browse by category...

Click the "Buy" tab at the top of any eBay page or click a category link directly from the home page. Continue refining until you find exactly what you're looking for.

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Find an item: Searching

Explore the listings

When you browse categories or use the Search box, a menu of listings appears. In this view, all listings have a title, and many have photos to help you find what you want.

To view a listing in detail, simply click on the title.

1010 items found for HP Photosmart digital camera

List View | [Picture Gallery](#) Sort by: Time: ending

	Item Title	PayPal	Bids	Price*
Featured Items				
<input type="checkbox"/>	 HP PHOTOSMART M22 4MP 6x ZOOM DIGITAL CAMERA + 2 BONUS\$		<i>Buy It Now</i>	\$94.95
Optimize your selling success! Find out how to promote your items				
<input type="checkbox"/>	 HP PHOTOSMART M417 DIGITAL CAMERA ~NEW~ + 256 SD Card!		<i>Buy It Now</i>	\$182.99
<input type="checkbox"/>	 HP PHOTOSMART M22 4MP 6x ZOOM DIGITAL CAMERA + 2 BONUS\$		-	\$89.95 <i>Buy It Now</i> \$94.95
<input type="checkbox"/>	 HP PhotoSmart 618 2.1 Megapixel		1	\$24.99

First time bidding and buying

Find an item: Viewing the listing

Viewing the listing

The **Item Page** has all the information you need to bid or buy.

- Look at the **Item Description** first. Is it really what you want?
- Check the **Meet the seller** box to learn more about the seller.
- See if you can **Buy It Now** instead of bidding for the item.
- If it is an auction-style listing, check **Current bid** and **Time left**.

Submit a bid or Buy It Now only after you are satisfied with all the details! By bidding or buying you are entering into a legal contract to purchase the item.



First time bidding and buying

Find an item: Item description

The Item Description

Description

HP PhotoSmart M415 5.2 Megapixel



Item Specifics - Digital Cameras

Digital Camera Type:	Point & Shoot
Digital Camera Brand:	Hewlett-Packard
Product Line:	HP PhotoSmart
Model:	M415
Resolution:	5.2
Manufacturer Part Number:	Multiple
Bundled Kits:	--

Sellers explain important product information in the **Item Description**.

Check **detailed information**, such as technical data, dimensions, age and condition.

Photos offer more clues to the quality and condition of an item, although some listings may incorporate stock photos.

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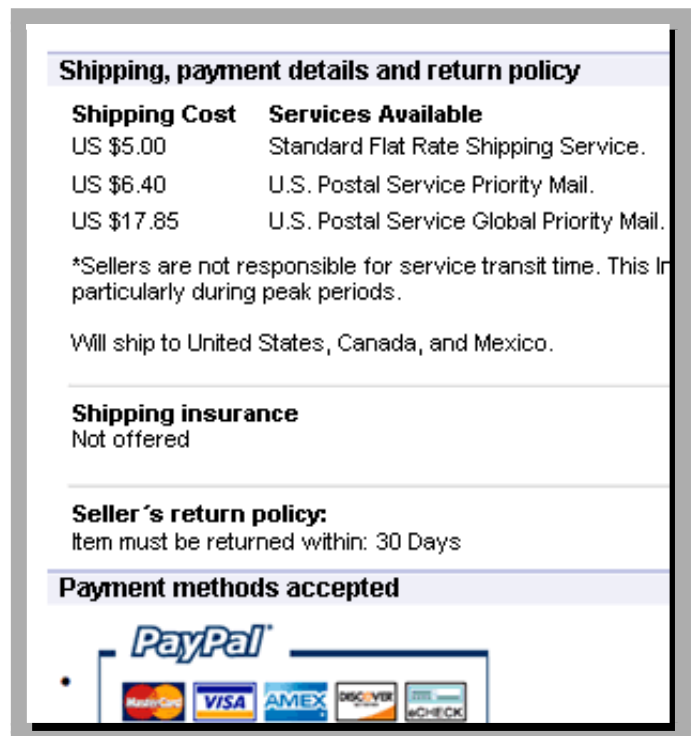
Find an item: Item description

Shipping and payment details

Look at the bottom of the Item Description to find the section on **Shipping, payment details and return policy**.

Here, pay attention to:

- Shipping and handling costs (some listings have a shipping calculator)
- Method of shipment (USPS, UPS, FedEx, etc.)
- Seller's guarantee and/or return policies
- Methods of payment (PayPal, money orders, personal checks, etc.)



Shipping, payment details and return policy

Shipping Cost	Services Available
US \$5.00	Standard Flat Rate Shipping Service.
US \$6.40	U.S. Postal Service Priority Mail.
US \$17.85	U.S. Postal Service Global Priority Mail.


*Sellers are not responsible for service transit time. This is particularly during peak periods.

Will ship to United States, Canada, and Mexico.

Shipping insurance
Not offered

Seller's return policy:
Item must be returned within: 30 Days

Payment methods accepted

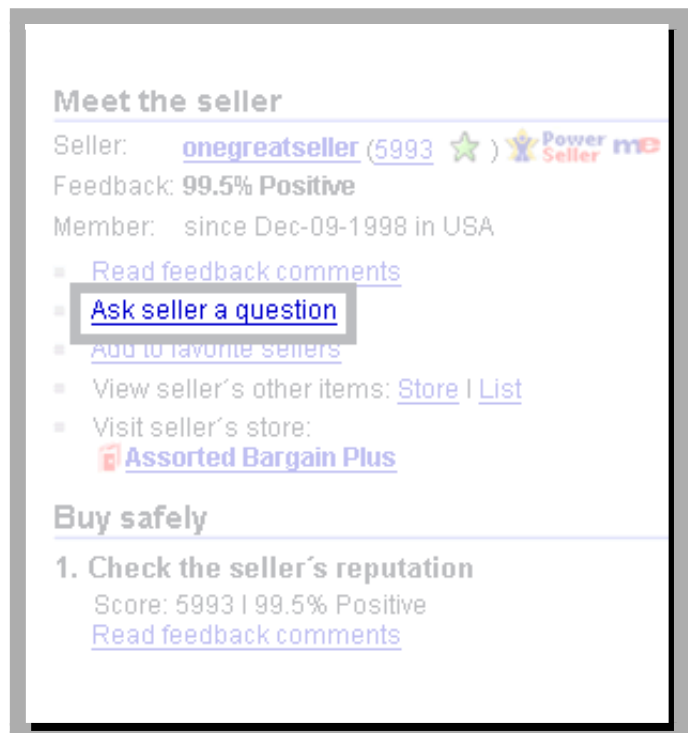


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Find an item: Questions about an item

More questions? Ask the seller!

Still need more information? Click on "Ask Seller a Question" to email your question to the seller. The seller will send you a reply by email. A prompt and helpful answer is a sign of good customer service.


A screenshot of an eBay seller profile page. The page is titled "Meet the seller" and displays the following information: Seller: onegreatseller (5993) with a green star icon and a "Power Seller" badge; Feedback: 99.5% Positive; Member: since Dec-09-1998 in USA. Below this information is a list of links: "Read feedback comments", "Ask seller a question" (highlighted with a grey box), "Add to favorite sellers", "View seller's other items: Store | List", and "Visit seller's store: Assorted Bargain Plus". At the bottom of the screenshot, there is a section titled "Buy safely" with the heading "1. Check the seller's reputation" and the text "Score: 5993 | 99.5% Positive" and a link to "Read feedback comments".

Meet the seller

Seller: [onegreatseller](#) (5993)  

Feedback: **99.5% Positive**

Member: since Dec-09-1998 in USA

- [Read feedback comments](#)
- [Ask seller a question](#)
- [Add to favorite sellers](#)
- View seller's other items: [Store](#) | [List](#)
- Visit seller's store:
 [Assorted Bargain Plus](#)

Buy safely

1. Check the seller's reputation
Score: 5993 | 99.5% Positive
[Read feedback comments](#)

First time bidding and buying

Find an item: Evaluating a seller

Evaluating a seller



The screenshot shows an eBay listing interface. On the left, there is a bidding section with the following details:

- Current bid: **US \$99.00** with a [Place Bid >](#) button.
- Buy It Now** price: **US \$650.00** with a [Buy It Now >](#) button.
- End time: **Sep 10-05 11:30:00 PDT** (4 days 10hrs)
- Shipping cost: **US \$5.00** (discount available) with a link to [more services](#).
- Standard Flat Rate Shipping Service within United States.
- Ships to: Worldwide

On the right, there is a **Meet the seller** box:

- Seller: [onegreatseller](#) (5993)  
- Feedback: **99.5% Positive**
- Member: since Dec-09-1998 in USA
- Links: [Read feedback comments](#), [Ask seller a question](#), [Add to favorite sellers](#), [View seller's other items: Store | List](#), [Visit seller's store:](#)
- Badge:  **Assorted Bargain Plus**

The **Meet the seller** box provides data about the eBay member's buying and selling activities. Look at the number after the seller's ID. After every transaction, the user should leave **Feedback** about the transaction. Each positive rating earns one point.

The **Feedback Score** is next to the seller's ID. A high feedback score means a high number of successful transactions. The higher the percentage of positive ratings, the better. Click on the feedback score or the "Read feedback comments" link to read comments left by other eBay members.

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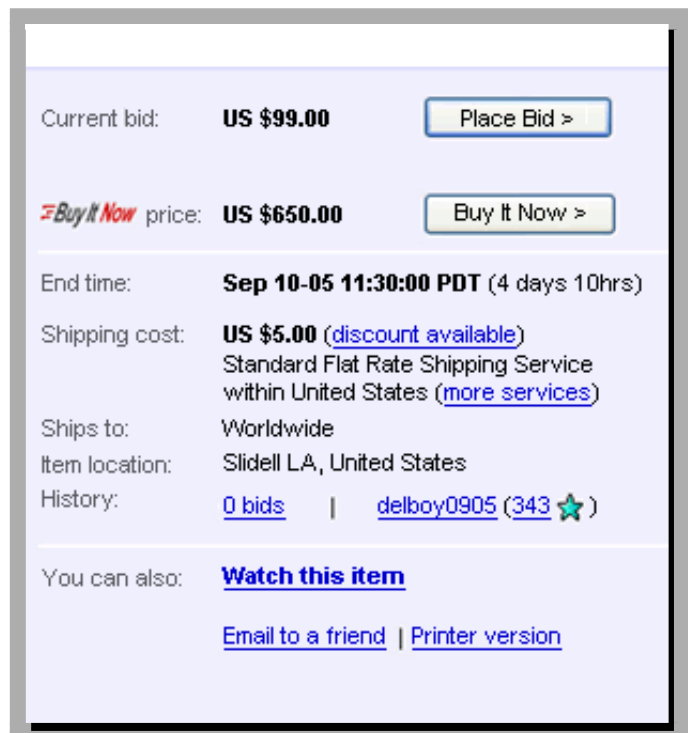
Bid or buy: Introduction

How do I bid for or buy an item?

In Chapter 1, you learned how to evaluate a listing and a seller to decide if a particular item is what you want to purchase.

On the next few pages, we use a sample listing to show you how to buy an item.

Important: To buy or place a bid, you must be a Registered User on eBay.

A screenshot of an eBay listing interface. The background is light blue. At the top, it shows "Current bid: US \$99.00" with a "Place Bid >" button. Below that, it shows "Buy It Now price: US \$650.00" with a "Buy It Now >" button. The "End time:" is "Sep 10-05 11:30:00 PDT (4 days 10hrs)". The "Shipping cost:" is "US \$5.00 (discount available)" with a link to "Standard Flat Rate Shipping Service within United States (more services)". The "Ships to:" is "Worldwide". The "Item location:" is "Slidell LA, United States". The "History:" shows "0 bids" and a link to "delboy0905 (343 ☆)". At the bottom, it says "You can also:" followed by links for "Watch this item", "Email to a friend", and "Printer version".

Current bid:	US \$99.00	Place Bid >
<i>Buy It Now</i> price:	US \$650.00	Buy It Now >
End time:	Sep 10-05 11:30:00 PDT (4 days 10hrs)	
Shipping cost:	US \$5.00 (discount available) Standard Flat Rate Shipping Service within United States (more services)	
Ships to:	Worldwide	
Item location:	Slidell LA, United States	
History:	0 bids delboy0905 (343 ☆)	
You can also:	Watch this item	
	Email to a friend Printer version	

First time bidding and buying

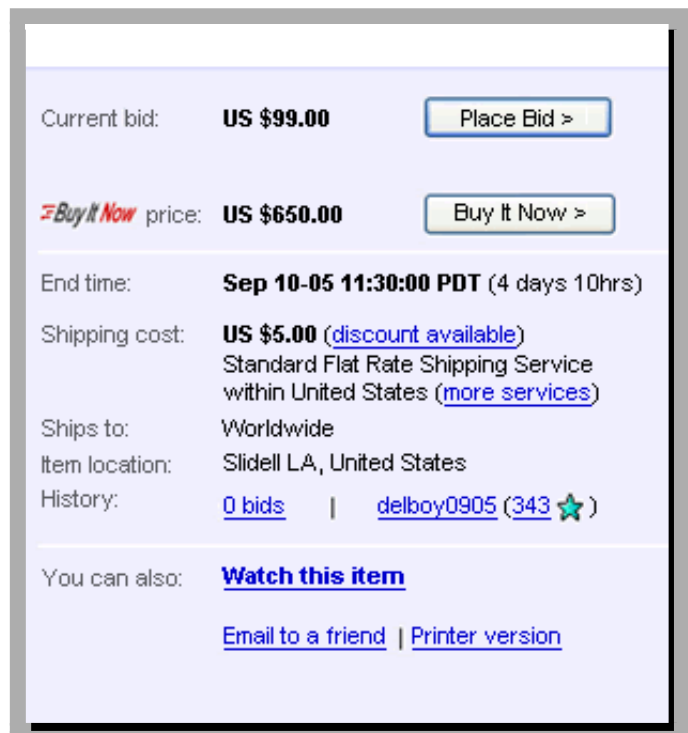
Bid or buy: Auction-style listings

How long does a listing last?

Auction-style listings run for 1, 3, 5, 7 or 10 days. During this time, eBay members can submit bids or purchase the item using Buy It Now (when available).

End time tells when the listing will end. Current bid displays the highest bid at the moment. You must outbid this amount. To bid, click on **Place Bid**.

Remember: Place a bid **only** if you really intend to buy the item. Once you have placed a bid, it is a binding contract.

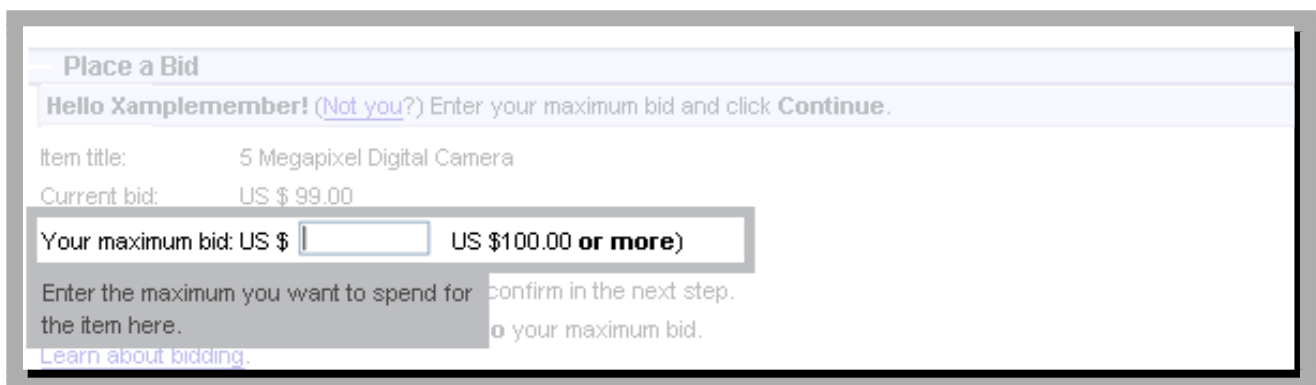
A screenshot of an eBay auction listing interface. The background is light blue. At the top, it shows "Current bid: US \$99.00" with a "Place Bid >" button. Below that, it shows "Buy It Now price: US \$650.00" with a "Buy It Now >" button. The "End time:" is "Sep 10-05 11:30:00 PDT (4 days 10hrs)". The "Shipping cost:" is "US \$5.00 (discount available)" with a link to "Standard Flat Rate Shipping Service within United States (more services)". The "Ships to:" is "Worldwide". The "Item location:" is "Slidell LA, United States". The "History:" shows "0 bids" and a user "delboy0905 (343 ☆)". At the bottom, it says "You can also:" with links for "Watch this item", "Email to a friend", and "Printer version".

Current bid:	US \$99.00	Place Bid >
Buy It Now price:	US \$650.00	Buy It Now >
End time:	Sep 10-05 11:30:00 PDT (4 days 10hrs)	
Shipping cost:	US \$5.00 (discount available) Standard Flat Rate Shipping Service within United States (more services)	
Ships to:	Worldwide	
Item location:	Slidell LA, United States	
History:	0 bids delboy0905 (343 ☆)	
You can also:	Watch this item Email to a friend Printer version	

First time bidding and buying

Bid or buy: Bidding and being outbid

How much should I bid?

A screenshot of the eBay bidding interface. At the top, it says "Place a Bid". Below that, it greets the user: "Hello Xamplemember! (Not you?) Enter your maximum bid and click Continue." The item being bid on is "5 Megapixel Digital Camera" with a current bid of "US \$ 99.00". There is a text input field for the maximum bid, followed by the text "US \$100.00 or more)". Below the input field, there is a greyed-out area with the text "Enter the maximum you want to spend for the item here." and "confirm in the next step." and "o your maximum bid." There is also a link "Learn about bidding." at the bottom left of the form area.

Place a Bid

Hello Xamplemember! (Not you?) Enter your maximum bid and click **Continue**.

Item title: 5 Megapixel Digital Camera
Current bid: US \$ 99.00

Your maximum bid: US \$ US \$100.00 or more)

Enter the maximum you want to spend for the item here. confirm in the next step.
o your maximum bid.

[Learn about bidding.](#)

When you're ready to make a purchase, click **Place Bid** on the listing page, then enter the maximum you want to spend.

First time bidding and buying

Bid or buy: Bidding and being outbid

Bidding for the first time

Before you can bid you must sign in.

A screenshot of the eBay sign-in interface. The page is titled "Sign In" and is split into two columns. The left column is for "New to eBay?" and contains text explaining that registration is required, followed by a "Register >" button. The right column is for "Already an eBay user?" and contains fields for "eBay User ID" (with the example "Xamplemember") and "Password" (masked with dots). Below these fields are links for "Forgot your User ID?" and "Forgot your password?", a "Sign In Securely >" button, and a checkbox for "Keep me signed in on this device". At the bottom of the form, there is a note: "If you are not already signed in this Sign In screen appears before you can bid." and a link for "protection tips".

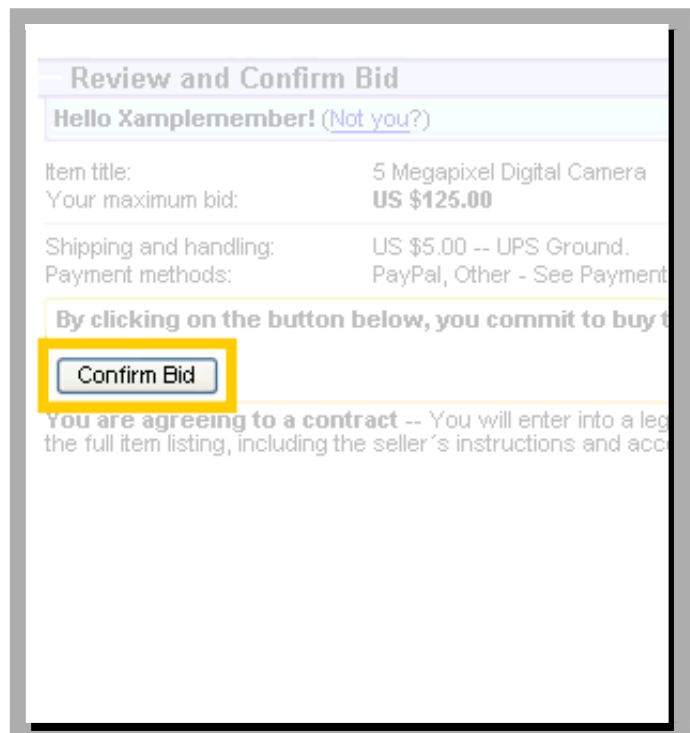
First time bidding and buying

Bid or buy: Bidding and being outbid

Confirming your bid

You've entered your bid amount. Now submit it.

When - and only when - you click on "**Confirm Bid**" will your bid be placed. Once the bid is placed, remember you have entered into a **binding contract** with the seller to buy the item should you win.

A screenshot of the eBay 'Review and Confirm Bid' page. The page has a light blue header with the title 'Review and Confirm Bid'. Below the header, it says 'Hello Xamplemember! (Not you?)'. The main content area is a table with the following information: 'Item title: 5 Megapixel Digital Camera', 'Your maximum bid: US \$125.00', 'Shipping and handling: US \$5.00 -- UPS Ground.', and 'Payment methods: PayPal, Other - See Payment'. Below the table, there is a yellow highlighted box containing the text 'By clicking on the button below, you commit to buy t'. Underneath this box is a button labeled 'Confirm Bid', which is also highlighted with a yellow border. At the bottom of the page, there is a warning: 'You are agreeing to a contract -- You will enter into a leg the full item listing, including the seller's instructions and acc'.

First time bidding and buying

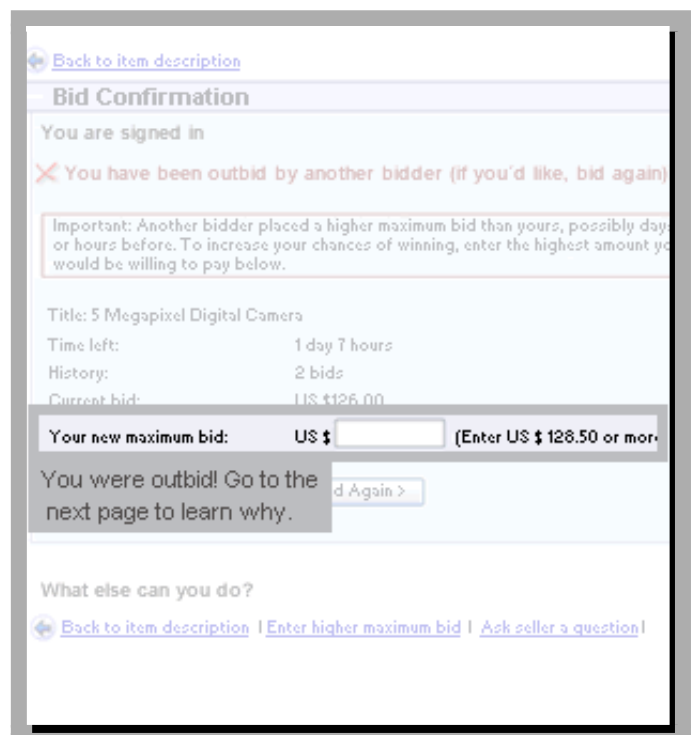
Bid or buy: Bidding and being outbid

Outbid immediately?

What happened?

The outbid notice means another bidder has placed a higher maximum bid than you. But why were you outbid so quickly?

Whenever another bidder has placed a higher **maximum bid** than you, you will be outbid immediately. On the next few pages, learn how eBay's automatic bidding system works and how you can use it.



First time bidding and buying


Bid or buy: Maximum bid

Every bid is a maximum bid!

Decide on the maximum amount you want to pay for the item before you bid. Then enter that amount as your **maximum bid**. A maximum bid must be higher than the **current minimum bid** for the listing.

eBay automatically bids on your behalf, based on pre-set increments, but only up to your **maximum bid**.

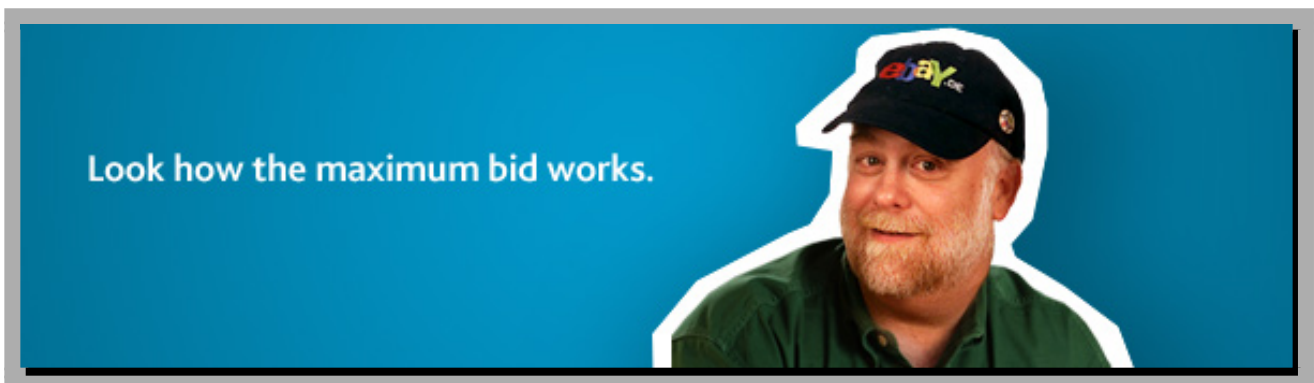
When others bid, your bid is **increased** automatically until you are the **current high bidder** once again. You will be **outbid** only if another bidder places a **higher maximum bid** than you.

A screenshot of the eBay "Bid Confirmation" page. At the top, there is a link "Back to item description". The main heading is "Bid Confirmation". Below this, it says "You are signed in" and "You have been outbid by another bidder (if you'd like, bid again)". A red 'X' icon is next to the outbid message. A text box contains an important notice: "Important: Another bidder placed a higher maximum bid than yours, possibly days or hours before. To increase your chances of winning, enter the highest amount you would be willing to pay below." Below the notice, the item details are listed: "Title: 5 Megapixel Digital Camera", "Time left: 1 day 7 hours", "History: 11 bids", and "Current bid: US \$126.00". There is a form field for "Your new maximum bid:" with a "US \$" prefix and a "(Enter US \$ 128.50 or more)" note. A "Bid Again >" button is located below the form field. At the bottom, a grey text box explains: "If bidding goes above your maximum bid and there is still time left in the auction-style listing, you can bid again to place a higher maximum bid as shown above." A link "ask a question" is partially visible at the bottom right.

First time bidding and buying

Bid or buy: Maximum bid

You don't want to spend more than \$250?



Enter your spending limit as your maximum bid. eBay will automatically bid on your behalf up to that amount. If no other member submits a higher maximum bid, you will win the item at the close of the auction-style listing.

1. Let's assume that Uncle Griff has bid \$150 for the digital camera.
2. Your maximum bid is \$250. The bid increment is \$2.50.
3. Since Uncle Griff's maximum bid is \$150, your bid will stop at \$152.50. You are the current high bidder and have still paid \$97.50 less than you would have been willing to pay.

First time bidding and buying

Bid or buy: Buy It Now

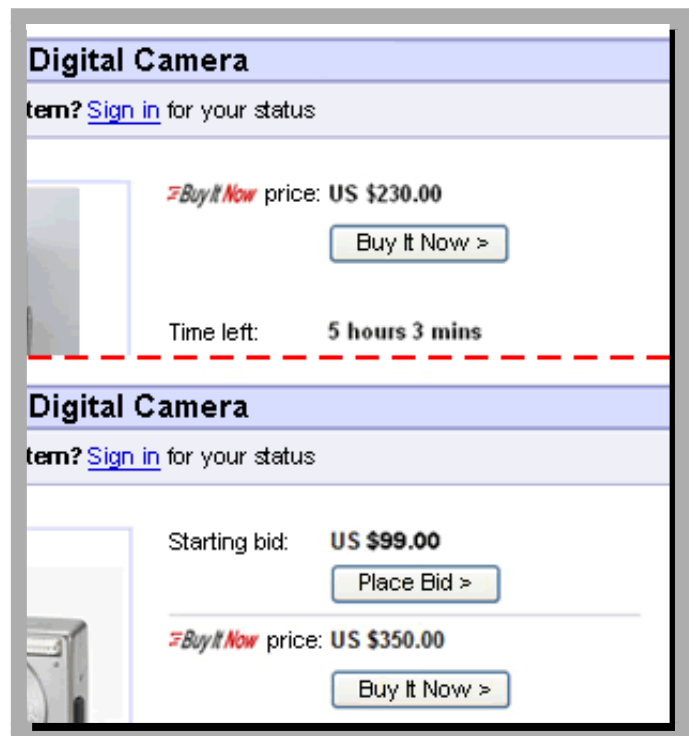
Buy It Now listings

Items listed with the **Buy It Now** symbol can be purchased for the seller's fixed price with no bidding and no waiting.

Auction-style listings with a **Buy It Now** option give you the choice to bid for the item or simply buy it immediately at a fixed price.

However, as soon as a first bid is placed for the item, **Buy It Now** is no longer possible unless there is a **reserve** (a seller's minimum price) that hasn't been met. The symbol disappears, and the item goes to the highest bidder in the usual way.

Important: Remember that when you choose Buy It Now you are entering into a legal contract to purchase the item.



First time bidding and buying

Bid or buy: Using My eBay

Using My eBay to keep track

How are you doing? Did you win your item? Keep track of all your bidding and buying activity in My eBay, including watching items that are of interest, whether you have bid or not.



First time bidding and buying

Complete a purchase: Transaction process

You won the item or used Buy It Now! What happens next?



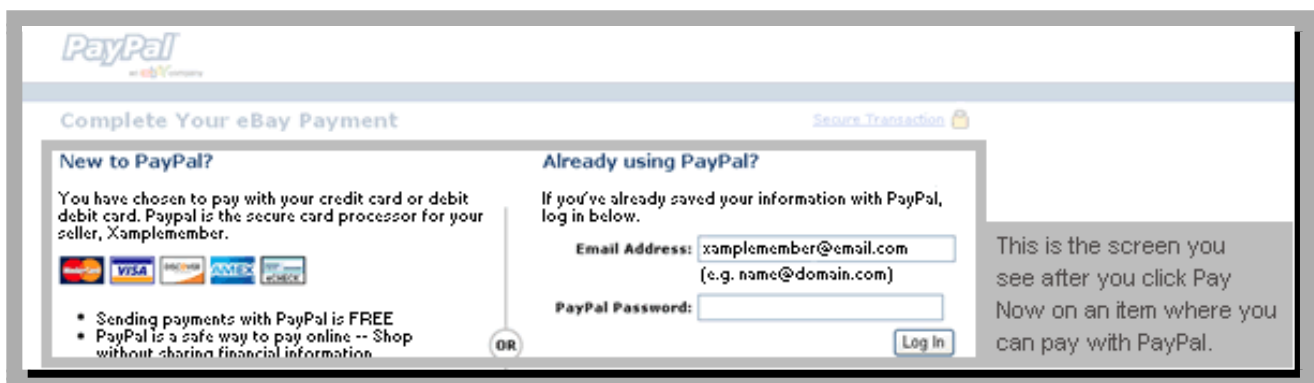
Whether you bid or buy it takes just four quick steps to complete the purchase. First are **Notification** and **Checkout**.

1. **Notification:** Buyer and seller receive an email from eBay with final details of the transaction or check My eBay for reminders to guide you through subsequent steps. Pay Now buttons make it even easier.
2. **Checkout:** Click on the **Pay Now** button on the closed Item page or in My eBay, then follow the instructions. This provides the total price of the item (including shipping and handling).

First time bidding and buying

Complete a purchase: Transaction process

After Notification and Checkout, just two more steps!

A screenshot of the PayPal payment completion page. The page title is "Complete Your eBay Payment" and it includes a "Secure Transaction" lock icon. There are two main sections: "New to PayPal?" and "Already using PayPal?". The "New to PayPal?" section explains that the user is paying with a credit or debit card and lists logos for MasterCard, VISA, MILES, AMEX, and DISCOVER. It also includes bullet points stating that sending payments with PayPal is free and that it's a safe way to pay online. The "Already using PayPal?" section has a "Log In" button and fields for "Email Address" (containing "xamplemember@email.com") and "PayPal Password". A grey callout box on the right says: "This is the screen you see after you click Pay Now on an item where you can pay with PayPal." An "OR" separator is located between the two main sections.

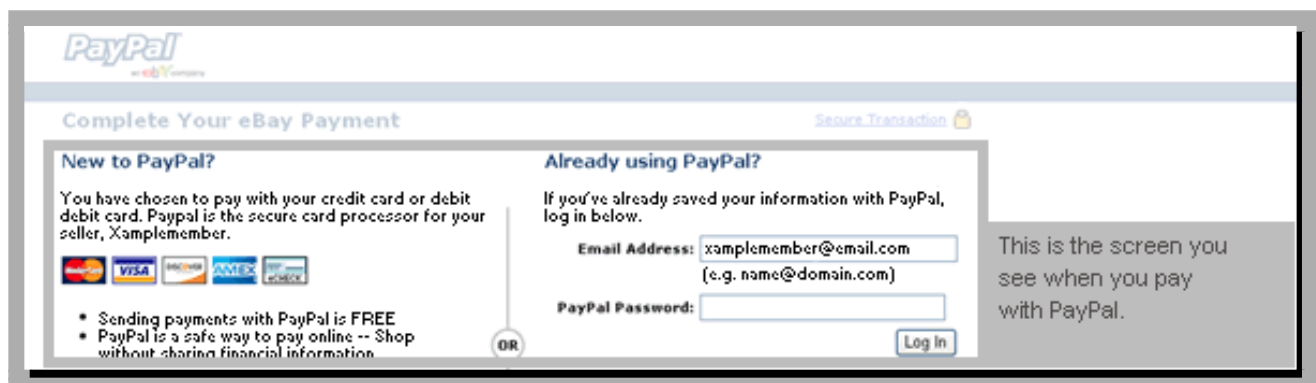
Whether you bid or buy it takes just four quick steps to complete the purchase. After **Notification** and **Checkout** come **Payment** and **Shipping**.

3. **Payment:** Following the seller's instructions, the buyer sends payment. Most sellers accept PayPal, which allows the buyer to pay online instantly with a credit card or bank account.
4. **Shipping:** The seller ships the goods to the buyer.

First time bidding and buying

Complete a purchase: Paying with PayPal

The fastest way to make a payment is by using PayPal

A screenshot of the PayPal payment interface. At the top left is the PayPal logo with "with eBay Commerce" underneath. The main heading is "Complete Your eBay Payment" with a "Secure Transaction" lock icon on the right. The page is split into two columns. The left column, titled "New to PayPal?", explains that the user is paying with a credit or debit card and lists logos for MasterCard, VISA, MOTO, AMEX, and DISCOVER. It also includes two bullet points: "Sending payments with PayPal is FREE" and "PayPal is a safe way to pay online -- Shop without sharing financial information". The right column, titled "Already using PayPal?", asks the user to log in and provides input fields for "Email Address" (containing "xamplemember@email.com") and "PayPal Password". A "Log In" button is at the bottom right of this section. A grey callout box on the right side of the screenshot states: "This is the screen you see when you pay with PayPal." An "OR" separator is located between the two columns.

Most eBay sellers accept PayPal, which allows you to pay online instantly with a credit card or bank account.

If you choose to pay with PayPal, you'll see a screen that let's you log in to an existing PayPal account or register to use PayPal for the first time.

First time bidding and buying

Complete a purchase: Leaving feedback

Your feedback counts!

Be sure to leave feedback for your seller.

Your feedback helps other eBay users evaluate this member. Rate users fairly. You, as the buyer, want to be rated fairly too. If you are dissatisfied in any way, first contact the seller. In most cases, it's a simple misunderstanding the seller would be happy to clear up.

If an item is not received or is significantly not as described, before filing negative feedback first contact the seller. If that is unsatisfactory, go to the eBay Security and Resolution Center, available by clicking on the link at the bottom of any eBay page, to report it. Use the tools available there to try to resolve the situation.



Home > Community > Feedback Forum > Leave Feedback

Feedback Forum: Leave Feedback

Rating other members by leaving feedback is a very important part of the eBay experience.

Please note:
Once left, you cannot edit or retract feedback; you are responsible for the accuracy of your feedback.
It's always best to keep your feedback factual; avoid subjective comments.
Feedback can be left for at least 90 days following a purchase.
If you have a dispute, contact your trading partner to resolve it.

User ID:

Item Number:

Rating: Positive Neutral Negative

Comment:
80 characters left.

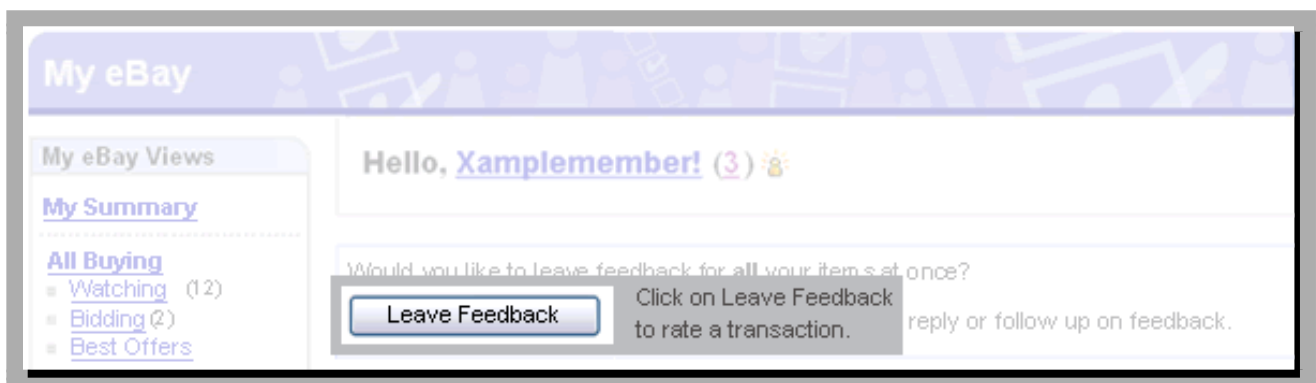
Your feedback should reflect your satisfaction and your experience in purchasing this item.

[Feedback Forum](#) | [Discuss](#)

First time bidding and buying

Complete a purchase: Leaving feedback

Now leave your feedback!



This is how it works:

- Log in and go to **My eBay**. There, you can manage all your bidding and buying activities and leave feedback.
- Click on "Feedback" in the navigation bar to go to see feedback you still have to leave, and feedback you recently received.
- To rate a transaction, click on "Leave Feedback."

First time bidding and buying

At a glance: Feedback

First time bidding and buying At a glance!

Here, you've learned everything you need to know about bidding and buying on eBay for the first time:

- Viewing an item description, seller information and the current status of a listing
- Clarifying questions about the listing
- Evaluating the seller
- Bidding for an item or using Buy It Now
- Correctly applying the maximum bid
- Completing the purchase in four steps
- Leaving feedback



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