

## Suggestions

<h2>GUIDE.SUMMARY How to handle customer suggestions</h2><h2>GUIDE.DETAILED\_INFORMATION Suggestions to eBay When customers have ideas for new features or enhancements: <ol> <li>Investigate to ensure that the feature or enhancement that the customer is suggesting currently doesn't exist.</li> <li>If a feature currently exists that may address the customer's concern, be sure to educate the customer.</li> <li>If a feature doesn't exist, use this spiel: </li> </ol> <br> Spiel: <em>Thanks for your suggestion. We like hearing from customers like you, but we currently don't accept suggestions unless it's specifically requested. If we develop new products, services, or features internally in the future, we want to avoid misunderstandings if those ideas look similar to a customer's idea. </em><br> <br> Why does eBay have this policy?<br> <br> eBay has this policy in order to avoid the potential of future misunderstandings if new products, services or features developed internally by eBay employees are similar to, or even identical with, ideas that may have independently occurred to eBay customers.<br> <br> Unsolicited Idea <ul> <li>eBay is always pleased to hear from customers of the eBay community and welcomes their comments regarding eBay's products and services.</li> <li>However, eBay's long-standing company policy does not allow eBay to accept or consider ideas, suggestions, proposals or materials other than those eBay has specifically requested.</li> </ul> Important Note: If a customer sends us an unsolicited suggestion, idea, proposal or other material (collectively, the Submission), eBay will consider the Submission to be non-confidential and non-proprietary. eBay shall have no obligations concerning the Submission, contractual or otherwise (including but not limited to an obligation to keep the Submission confidential), and shall not be liable for any use or disclosure of any Submission. eBay shall be entitled to unrestricted use of the Submission for any purpose whatsoever, commercial or otherwise, without compensation to the customer.<br> <br> If a customer sends us, at our request, a comment or suggestion to improve the eBay site or add a new category or feature (for

example, through our suggestion box, customer support web forms, discussion boards, or otherwise) (collectively, the "Submission"), eBay will consider the Submission to be non-confidential and non-proprietary. eBay shall have no obligations concerning the Submission, contractual or otherwise (including but not limited to an obligation to keep the Submission confidential), and shall not be liable for any use or disclosure of any Submission. eBay shall be entitled to unrestricted use of the Submission for any purpose whatsoever, commercial or otherwise, without compensation to the customer. </h2>