

## Larry Hogston

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**From:** Idhrelics [Idhrelics@comcast.net]  
**Sent:** Tuesday, December 15, 2009 5:45 PM  
**To:** 'eBay Customer Support - cswebhelp'  
**Subject:** FW: eBay Customer Support In Regard To HTML (KMM11796937115977L0KM)  
**Attachments:** image015.jpg; image016.jpg; image018.jpg; image020.jpg; image022.jpg; image024.jpg; image026.jpg; image028.jpg; image030.jpg; image032.jpg; image034.jpg; image036.jpg; image038.jpg; image040.jpg

I found a couple of typos, but it doesn't change any of the screen shots. I missed typing the "#" in the href, and didn't type the quotes in the changed href. They are correct in the screen shots. I have changed them and forwarded this to you.

Please let me know ASAP what is going on. I'm either going to list 100+ items, or I'm going to CLOSE my eBay store. I'm not sure as of yet. It will depend on the attitude of eBay and your ability to eliminate this problem.

Sincerely,  
Larry Hogston

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**From:** Idhrelics [mailto:Idhrelics@comcast.net]  
**Sent:** Tuesday, December 15, 2009 5:34 PM  
**To:** 'eBay Customer Support - cswebhelp'  
**Subject:** RE: eBay Customer Support In Regard To HTML (KMM11796937115977L0KM)  
**Importance:** High

Linda,

I'm going to attempt to prove what is happening in detail with item number: 150398114586

First I will end the item by going to My eBay and starting with my Active listings.



<input type="checkbox"/>		<a href="#">MRQUART® 12 Inch Subwoofer Speaker 800 Watt RSH304</a>	<b>Buy It Now</b> \$104.25	21	0	-
<input type="checkbox"/>		<a href="#">Rampage By Audiovox 700 Watt 10 Inch Subwoofer Speaker</a>	<b>Buy It Now</b> \$38.10	2	0	-
<input type="checkbox"/>		<a href="#">Titanium Pro® 14-pc Professional Chef Knife Set 67% OFF</a>	<b>Buy It Now</b> \$26.59	2	0	-
<b>Total for listings 1-9</b>		<b>Total Price</b>				

I clicked on the item description and arrived at this screen.

✔ Your listing is now live and displayed below.

[Seller view](#)

Item: Titanium Pro® 14-pc Professional Chef Knife Set 67% OFF

- [Send to Online Auction](#) | [Send to Fixed Price](#)
- [Revise your item](#) | [End Item](#)
- [Sell a similar item](#)
- [Create shipping discounts](#)

**Listing info**

Duration: [Good 'till cancelled](#)

**Did you know?**

Find out more about [Best Offer](#).

This item is being tracked



**Titanium Pro® 14-pc Professional Chef Knife Set 67% OFF**

Item condition: **New**

Quantity:  2 available

Price: **US \$26.59** [Buy it now](#)

This item is being tracked in [My eBay](#).

Shipping: **\$11.65** UPS Ground [See more services](#) | [See all details](#)  
Estimated delivery within 2-8 business days

Returns: 7 day money back, buyer pays return shipping | [Read details](#)

Coverage: Pay with [PayPal](#) and your full purchase price is covered | [See terms](#)

**Seller info**

**ldhrelcs** ( 394 ) [nps](#)  
100% Positive feedback

[Ask a question](#)  
[Save this seller](#)  
[See other items](#)

Visit store: [Hogston Traders](#)

**Other item info**

Item number: 150398114586  
Item location: Saltville, VA, United States  
Ships to: United States, Canada  
Payments: [PayPal](#) [See details](#)

[Share](#) [Print](#) [Report](#)

**Description**

**Shipping and payments**

**Item specifics**

Condition: **New**

A banner for Hogston Traders. On the left, an eagle is shown in flight against a blue sky. In the center, the text 'HOGSTON TRADERS' is written in a large, stylized font, with 'Larry &amp; Sandy' in a smaller font below it. To the right, an American flag is displayed. Below the main text, the website 'www.hogstontraders.com' is listed. At the bottom of the banner, there are six navigation links: 'eBay Store', 'About Us', 'Policies', 'Feedback', 'Add to Favorites', and 'Contact Us'.

I clicked on Policies to verify that the link was working. As you can see, it worked correctly.

**POLICIES**

Hogston Traders makes every effort to offer only top quality items that will meet or exceed your high expectations. We do our best to present all items with clear descriptions and high quality photos. We also provide fast reliable shipping and exceptional customer service.

**Inventory**

I then clicked on End Item at the top of the listing and got to this screen.

You have chosen to end the following listing(s). Review this information, then click **End listing**.

💡 You can gain more exposure for your listing if you [Send to Online Auction](#) or [Send to Fixed Price](#).

Item Number	Item Title	End Date
150398114586	<a href="#">Titanium Pro® 14-pc Professional Chef Knife Set 67% OFF</a>	Jan-14-10

End your listing

I clicked on End your listing and got to this screen.

Your listing has ended

You have successfully ended your Stores Good Til Cancelled listing.

Suggestions for future listings:

- You may [relist items](#) on the site after a listing is ended.
- [Upgrade your Store](#) subscription for more exposure.
- Learn all about [eBay's listing policies](#) and appropriate trading techniques.

This proves that the item has ended.

Now, let's go through the steps to relist the item.

I began by going to my Unsold items list and clicking on the item description.



That brings me to this screen.

Sorry Idhrelrics, your item didn't sell.

Seller view

Item: Titanium Pro® 14-pc Professional Chef Knife Set 67% OFF

Relist

Sell a similar item

Listing info

Duration: Good 'till cancelled

Did you know?

Your listing may qualify for an Insertion Fee credit based on our Relisting guidelines.



### Titanium Pro® 14-pc Professional Chef Knife Set 67% OFF

Item condition: New

Quantity: 1 2 available

Price: US \$26.59

Shipping: \$11.65 UPS Ground See more services | See all details  
Estimated delivery within 3-8 business days

Returns: 7 day money back, buyer pays return shipping | Read details

Coverage: Pay with PayPal and your full purchase price is covered | See terms

Seller info

Idhrelrics (394) 100% Positive feedback

Ask a question  
Save this seller  
See other items

Visit store: Hogston Traders

Other item info

Item number: 150396114586  
Item location: Saltville, VA, United States  
Ships to: United States, Canada  
Payments: PayPal See details

Share Print Report

Description

Shipping and payments

Item specifics

Condition: New



I again clicked on Policies to make sure the link was working which it was.

## POLICIES

Hogston Traders makes every effort to offer only top quality items that will meet or exceed your high expectations. We do our best to present all items with clear descriptions and high quality photos. We also provide fast reliable shipping and exceptional customer service.

Inventory

I then clicked on Relist.

Sorry Idhrelrics, your item didn't sell.

Item: Titanium Pro® 14-pc Professional Chef Knife Set 67% OFF

Relist

Sell a similar item

Then I clicked on Edit listing.

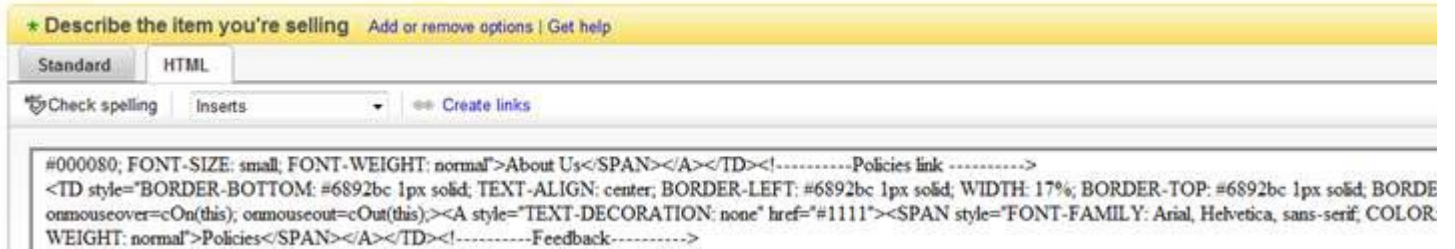
Save this listing as a template and use it to sell similar items

[Submit listing](#) | [Preview your listing](#) | [Edit listing](#)

[About eBay](#) | [Announcements](#) | [Security Center](#) | [Resolution Center](#) | [Help](#)

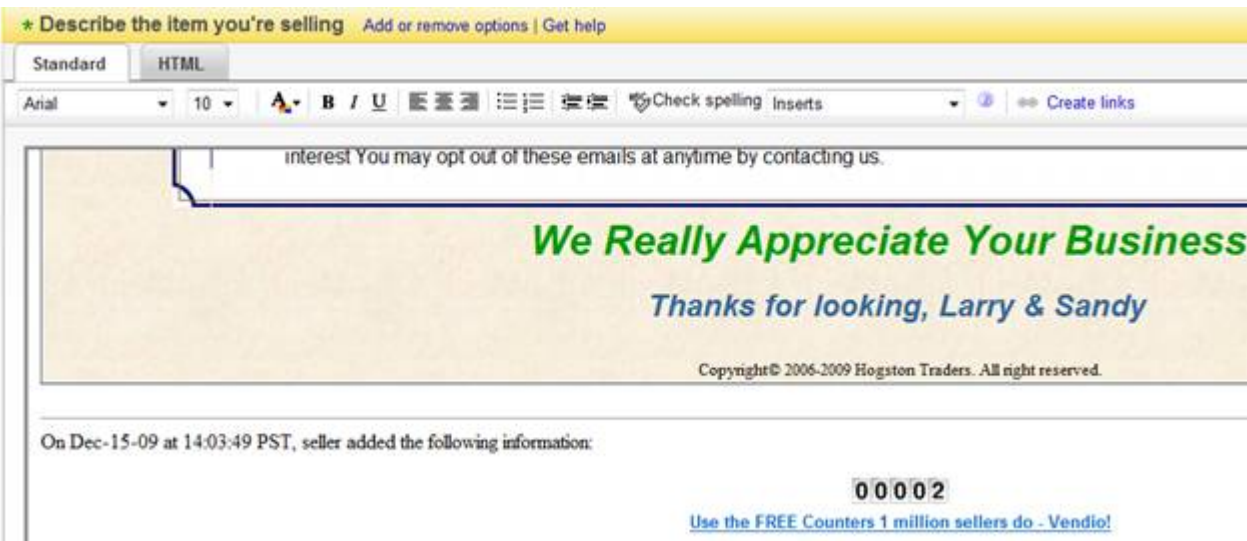
Once on the edit screen, I went down to the HTML section to verify that the code is still correct. Which it was.

href="#1111"

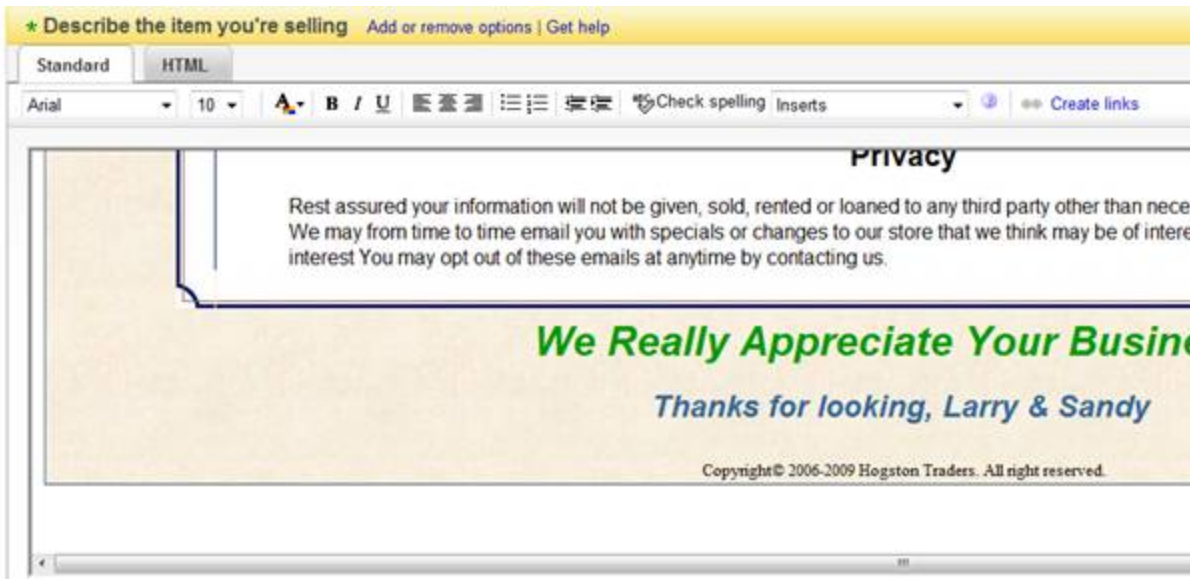


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#000080; FONT-SIZE: small; FONT-WEIGHT: normal">About Us</SPAN></A></TD><!-------Policies link ----->
<TD style="BORDER-BOTTOM: #6892bc 1px solid; TEXT-ALIGN: center; BORDER-LEFT: #6892bc 1px solid; WIDTH: 17%; BORDER-TOP: #6892bc 1px solid; BORDER-RIGHT: #6892bc 1px solid; BORDER-LEFT: #6892bc 1px solid; BORDER-TOP: #6892bc 1px solid; BORDER-RIGHT: #6892bc 1px solid; BORDER-BOTTOM: #6892bc 1px solid; text-decoration: none;" href="#1111"><SPAN style="FONT-FAMILY: Arial, Helvetica, sans-serif; COLOR: #000080; FONT-SIZE: small; FONT-WEIGHT: normal">Policies</SPAN></A></TD><!-------Feedback----->
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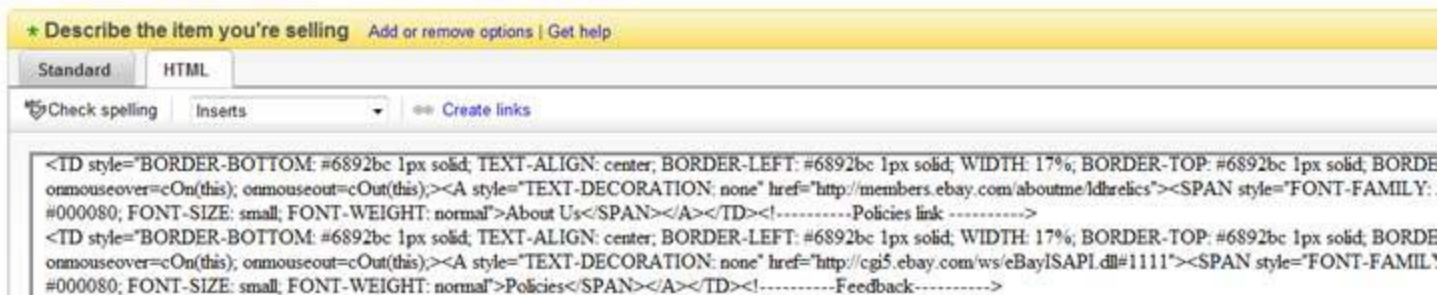
I then went back to the Standard edit screen and scrolled to the bottom to remove the Vendio counter. I highlighted the area and hit delete.



This is the section after I deleted the counter reference.



Now I switched back to the HTML section and lo and behold, the href is different. href="http://cgi5.ebay.com/ws/eBayISAPI.dll#1111" This proves beyond a shadow of a doubt, that something is wrong with your eBay software. There is absolutely no reason for this to have been changed.



I have been able to repeat this enough to know that this is part of the problem. It looks like anytime a revision is made, there is the potential for this to happen. As to why the HTML gets changed days after the listing is active I have no idea. It will be hard for you to convince me that this is NOT and eBay glitch.

Please contact me ASAP and let me know that you have received this and are working on finding a solution. If this truly is an eBay problem, I should be compensated for all the aggravation I have gone through and for helping you find the problem.

Sincerely,

Larry Hogston  
 User ID: ldhrelics  
 276-780-3338 (cell)

-----Original Message-----

From: eBay Customer Support - cswebhelp [mailto:cswebhelp@ebay.com]  
 Sent: Tuesday, December 15, 2009 2:31 PM  
 To: ldhrelics@comcast.net  
 Subject: eBay Customer Support In Regard To HTML (KMM11796937I15977L0KM)

Dear Larry,

I you have any questions or concerns you can reply to this email.

Sincerely,

Linda N  
eBay Customer Support