

From: Trade Me Support <support@trademe.co.nz>
Sent: Thursday, 23 March 2017 5:00:36 a.m.
To: warrentooley@hotmail.com
Subject: Trade Me - An important message -- ID# 004-632-756

Dear Warren,

Regarding the listing for Silver bullion coins, choose 1 of 3 coins.
Listing no. 1286867738

I am getting in touch with you regarding your listing: 1286867738

It looks like you are offering multiple items through one listing and not setting the reserve accordingly.

This can be really confusing for buyers, because they are not sure what they are getting if they bid, and it is also a breach of our terms and conditions because it can be used to avoid paying the correct success fees. In future it would be great if you could ensure that the reserve price you set takes the value of all items of the listing into account. Alternately, you could create individual listings for items that you would like to sell separately.

As for this listing, I have gone ahead and edited it so that it only includes one item. You may wish to go in and ensure still makes sense and the reserve is correct for that item.

Thanks for your cooperation and understanding in this matter, there is nothing worse than a confused buyer and a record of a sale that is not showing what was actually sold and for how much.

Please reply if you'd like to discuss this further. Alternatively, you can call Trade Me on 0900 TRADE (0900 87233). Please be aware, calls cost \$1.99 + GST per minute.

Regards,

Mahana

Trade Me Support
<http://www.trademe.co.nz>