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## Return review: 203931820795 SR# 1-439343347266

From: eBay

To: atomicinternet

Sent: May-26-22 21:07



Hello Brad,

Thank you for reaching out to us. My name is Nico, one of the account representatives here on eBay and I will be the one assisting you today.

As I am checking the information provided to me, I am seeing that this is for the ASUS RT-AX58U AX3000 Dual Band Gaming WIFI 6 Wireless Router w/ Original Box (203931820795). First of all, I just want you to know that we commend you for doing your best with regards to this transaction. Thank you for placing your confidence on us, the time and effort that you have provided will not be taken lightly.

Secondly, while I was assessing the details of this transaction, I have exhausted all of my resources and have done my thorough investigation with regards to this case and I have found out that you have receive an item that is not the one you initially sent. You did the right thing by getting in touch with us for this matter.

Brad, I do not want you to be left empty handed as I know you have only done your responsibility as a seller.

What I will do here is I will go on ahead and request a manual correction to our higher ups. This manual request serves as a ticket for our members to have a second chance for an appeal. This usually takes our team around 3 to 7 business days for them to finalize and provide the final resolution for this case but rest assured this case will not be taken for granted. I am humbly requesting for your **patience and** we will notify you once everything is done for the final conclusion.

For now, I do hope that you have a nice day and rest assured we will do our best in order to help you with this transaction.

Kind Regards,

Nico Q.  
eBay Customer Support.

[THREAD ID: 1-439343347266]

eBay Document ID: 118670076004

ebay

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