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## Your initial case update: 5294133149 SR# 1-438491168458

From: eBay  
To: atomicinternet  
Sent: May-22-22 16:39



Hello Brad,

Good day!

I see that you have been with eBay for more than 23 years and 1 month now. We appreciate your loyal

Thank you for calling the attention of eBay regarding the "ASUS RT-AX58U AX3000" (203931820795) th recently sold to "herringonelectronics". I understand the buyer returned a package to you, but the item received was totally different from what you sent. Please allow me to assist you further.

Before I start, I want to acknowledge and appreciate the fact that you have been patient and understand from the time that this issue was raised up to this point. I know that your time is valuable and you only what is right.

Brad, please understand that buyers who shop online expect a seamless experience and we work closely with the eBay community to make the returns process as easy as possible.

I understand how frustrating it is that, in this case, the item you received is not the correct item you originally shipped.

However, since you have enough evidence to prove that the item returned by the buyer is not the correct item that you shipped out to them, I encourage you to appeal the case. You can appeal the decision within 30 days by providing supporting documentation.

To appeal a decision, please follow the steps below:

1. Go to your My eBay.
2. Click Send an appeal.
3. Select the appeal reason from the drop-down menu.
4. Include more details in the text box (optional).
5. Click Send appeal.

If a decision is reversed, we will now decide on the case based on the information available.

I also recommend you to anonymously report the buyer to us if you feel your return policy is being taken to your advantage.

Here is how:

1. Log in to your eBay account.

2. Hover your mouse to My eBay (which is on the top right side of your eBay page).
3. Click on Selling and look for this item.
4. On the right side of the item, click on "More Actions" button.
5. Then click on the option "Report this buyer".

We will use this data to help identify bad buying behavior across our marketplace and help protect sellers against buyers who repeatedly misuse the eBay marketplace.

I hope I've explained everything clearly and we look forward to working with you to resolve this issue. We appreciate your patience and understanding. Thank you for choosing eBay as your business partner.

It has been my pleasure to provide you with assistance today.

Sincerely,

Gen  
eBay Customer Service

[THREAD ID: 1-5LFUBIZ0]

**From:** <>  
**Sent:** 5/22/2022 11:47:11 AM  
**To:**  
**CC:**  
**Subject:** GS=CU1193 | Escalating claim to CS, I received an item that is not as described [#US \$US 100770T ?0

GS=CU1193 | Escalating claim to CS, I received an item that is not as described [#US \$US 100770T ?0

eBay Document ID: 118491191004



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