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Good Day! How to Proceed SR# 1-438551917336

From: eBay

To: atomicinternet

Sent: May-22-22 20:52



Hello,

Thank you for contacting eBay support, My name is Michelle. I understand you are concerned regarding the "ASUS RT-AX58U" (203931820795). I do understand that you list your item as described, and I am sorry to hear that the transaction didn't go as we expected. I appreciate how you handle this case with utmost professionalism.

After a thorough investigation that your buyer returned a different item.

Good news is I already removed the defect in the transaction and I already sent an off line service request to our Billing Department to Credited back in your account the Final Value fee for the transaction.

Nothing to worry I already report your buyer to our Trust and safety Department. We have teams set up to look after these reports and make sure they are kept track of and if necessary, to take action on them so the more information provided the better. Now you won't hear back from this team but rest assured the necessary action

will be taken.

Please know that we respect the privacy of all eBay members, and we don't tolerate this kind of action from our buyers, we can't give you the details of our investigation. However, I can tell you that we've taken the appropriate action based on our guidelines. Our actions may include issuing a warning, limiting buying and selling privileges, or account suspension.

I sincerely appreciate your efforts and loyalty for being with eBay I hope I have provided satisfactory service and resolution to you.

I wish you Brad a good rest of your day please take care and stay safe always!

Warm Regards,

Michelle P.
eBay Account Specialist

[THREAD ID: 1-5LGH3W]

From: <>
Sent: 5/23/2022 12:44:40 AM
To:
CC:
Subject: GS=CU1193 | Appeal claim to CS, I received an item that is not as described [#US 100770T ?01]

GS=CU1193 | Appeal claim to CS, I received an item that is not as described [#US 100770T ?01]

eBay Document ID: 118499303004



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