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Here's the case outcome

After reviewing your appeal, we won't be able to change the outcome of the case, unfortunately.

After reviewing this case again we decided to keep the original outcome because we determined that the original decision was correct.

Appeal summary

Why you appealed

The item was return damaged and/or used

What happened

I RECEIVED A DIFFERENT ITEM THAN I SOLD! HOW IS THIS NOT ABLE TO BE DETERMINED? ATTACHED IS THE INVOICE OF WHERE HE BOUGHT THE DAMAGED ITEM THAT HE SENT BACK TO ME! I DID NOT RECEIVE BACK WHAT I SOLD! YOU ABSOLUTE IGNORANT IDIOTS!

Files uploaded



ASUS RT-AX58U AX3000
Dual Band Gaming WIFI 6
Wireless Router w/ Original
Box

Order number
[20-08595-16531](#)

Case ID
5294133149

Case amount
\$89.55

Case reason
**The buyer returned the wrong
item**

Return ID
[5211977743](#)

Buyer ID
herringtonelectronics

History

- May 22** The appeal was closed
- May 22** You sent us an appeal
Message I RECEIVED A DIFFERENT ITEM THAN I SOLD! HOW IS THIS NOT ABLE TO BE DETERMINED? ATTACHED IS THE INVOICE OF WHERE HE BOUGHT THE DAMAGED ITEM THAT HE SENT BACK TO ME! I DID NOT RECEIVE BACK WHAT I SOLD! YOU ABSOLUTE IGNORANT IDIOTS!
- May 22** The case was resolved
- May 22** Case opened
Message Buyer sent me a router purchased from Thermal Warehouse on Amazon Marketplace April 4th 2022. This is not my router. Attached is the bill of sale for this router the buyer included in the return. MAC address of router sold is 04:D9:F5:C2:B7:48. MAC address of returned router is A8:5E:45:10:DB:08. Will not refund unless original router I sold is returned.
- May 17** You provided RMA
- May 17** You approved a return
- May 17** The buyer sent you a message
Message yes we are a isp and install these as client routers. please issue return label, thank you.
- May 17** You sent a message

Message

Can you follow this video? Also make sure your ISP has authorized your modem. The cable modem should go into the WAN port on the router.
<https://www.youtube.com/watch?v=Z7dXk3r4xJI>

May 16
Message

The buyer requested a return
Router cannot detect connection from modem correctly

[Show less](#) ^

