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Your case details



Case Closed

You don't need to do anything else.

What you should know:

- [Appeal this decision.](#)

eBay Customer Support has closed the case.

Aug 06, 2012 at 7:01 AM

eBay Customer Support comments:

For more information about this case, please refer to the email we sent you.

Transaction information:

We've removed the hold on this PayPal transaction. [View PayPal transaction](#)

1784-PCMK/B



View purchased item
Item number: 300717792058
Price: \$250.00
Sale date: Jun 05, 2012
PayPal transaction Id: 1AK40409WF033743C

Case ID: 5017895003
Case opened on: Jul 11, 2012
Buyer: gwenrich
Problem: Item not as described



This item is covered by **eBay Buyer Protection** for your purchase plus original shipping. [Learn more](#)

How does eBay Buyer Protection work?

[Learn more](#) about what eBay Buyer Protection means for sellers.

eBay Customer Support reviewed this case and has put it on hold because we are doing more investigation to make a final decision.

Jul 25, 2012 at 8:27 AM

eBay Customer Support comments:

We asked the buyer to provide written confirmation from the manufacturer or law enforcement that the item is counterfeit.

The buyer provided tracking information and will ship the item back to you.

Jul 22, 2012 at 1:24 PM

Tracking #: 1Z2301029094046686
Carrier: UPS
Status: ACCEPTED IN TRANSIT DELIVERED

BILLING INFORMATION RECEIVED
Jul-22-12, 16:24 PM

eBay Customer Support made a final decision and asked the buyer to return the item to you for a full refund.

Jul 22, 2012 at 1:23 PM

Final decision:

This case was decided in the buyer's favor.

We passed this return information to the buyer:

Jason A. Jensen
1400G West St #10
Union Grove WI 53182
United States

The buyer has escalated the case to eBay Customer Support.

Jul 17, 2012 at 1:43 PM

You have responded to the buyer.

Jul 12, 2012 at 12:08 PM

Your message to the buyer:

"Well, I don't see a resolution coming. If you want a refund of shipping you should know I paid more to ship those 2 items then you paid for ship on both the items. That's what this is about huh? Well I marked in my policies that "seller combines shipping". Also, eBay's shipping calculator was consistently very low on their calculations. As I did not profit from the shipping charges, you were due no refund. You do a lot of transactions but you also have a lot of complaints (~99+ in last 6 months). I have been on eBay since like 2000 (that's 12 YEARS) and I have a 100% rating. What you are saying doesn't even make sense. You "run a monthly report" and that explains the timing. Well buddy, you did not do your due diligence. You need to be actively managing each and every transaction. You were required to give notice that the product was not received within a few days of shipping. That is how all business is expected to be conducted here on eBay. You say not received. I say you got it."

The buyer has responded to you.

Jul 12, 2012 at 7:32 AM

Buyer's message:

"The item was marked shipped under UPS tracking #1z479a5r4269348185; the only items that came in that parcel were from auction #300715712916. We run a report on un-received items at the beginning of every month which is the reasoning for writing the seller at that specific time. We don't make false accusations, if losing the item was the case we would not go to this extinct to a resolution to this issue, that's not the type of business we run. Fact is, the item never made it here; it is marked with tracking numbers that are shared with other items that we have received already. Not to mention the fact that these items were purchased on two different transactions and should have been shipped as they were purchased--separately. If the seller was going to combine shipping on these items, he should have advised us ahead of time and refunded us on the shipping since we paid for two separate shipments. "

You have responded to the buyer.

Jul 11, 2012 at 12:09 PM

Your message to the buyer:

"This item was paid for on 6/6/2012. It was marked shipped on 6/6/2012. It was delivered on 6/8/2012. I even used my profit margin to insure the item(s). On 7/3/2012 I first heard from the buyer there was a problem. On 7/4/2012 I informed the buyer it had been shipped, as marked in eBay's control panel. The buyer simply reiterated that he had not received the item. I shipped another one of these items on 6/6/2012 so on 7/5/2012 I contacted buyer asc_equip to see if somehow he had received the item - he replied he had not. I contacted UPS to make an insurance claim to refund the buyer's money, but they stated that it had been past the 2 week limit after delivery. Fact is, the item was shipped and delivered. Why would someone wait 25 days to claim the item not received? Especially since every other item (buyer bought 3 items total from me) was shipped within a few days of payment. Plus the item was marked shipped with a tracking number. It is my belief that the buyer lost the item."

The buyer opened a case: Item doesn't match the description

Jul 11, 2012 at 6:31 AM

Details provided by the buyer:

The buyer said the item doesn't match your description
The buyer has already contacted you through eBay Messages

The buyer paid on Jun 06, 2012
You have responded to the buyer
You have tried or are trying to help the buyer with the problem
The buyer can be contacted at "1-800-332-4336" to resolve this case.
The item has missing parts or pieces

Additional information:

"According to the tracking numbers, the seller shipped this item with another auction (#300715712916). Two separate transactions however the seller must've combined the shipping. We received all the items on auction 300715712916; however we never received this item. After advising the seller on the missing item, they have not replied with any updates on how we can move forward with resolving this issue."

The buyer wanted:

"Item or Refund"

Transaction information:

A temporary hold has been placed on the funds associated with this transaction while you and the buyer work to resolve this case. [View PayPal transaction](#)

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