


Order ID: 311875135149-775735663021
Buyer email: abartlett300@gmail.com
Sale price: AU \$5.39
Sale date: 15-Jun-17 12:27:08 AEST
Buyer ID: zaikahal
Return ID: 5058110102

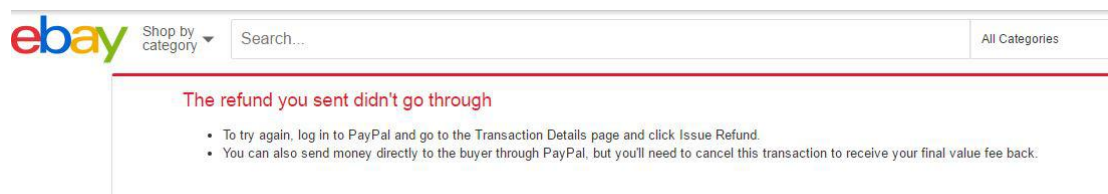
Item Information



SHOWER SCREEN CHROME 304 STAINLESS GLASS CLAMP CLIP BRACKET HOLDER 90DEGREE 3MM

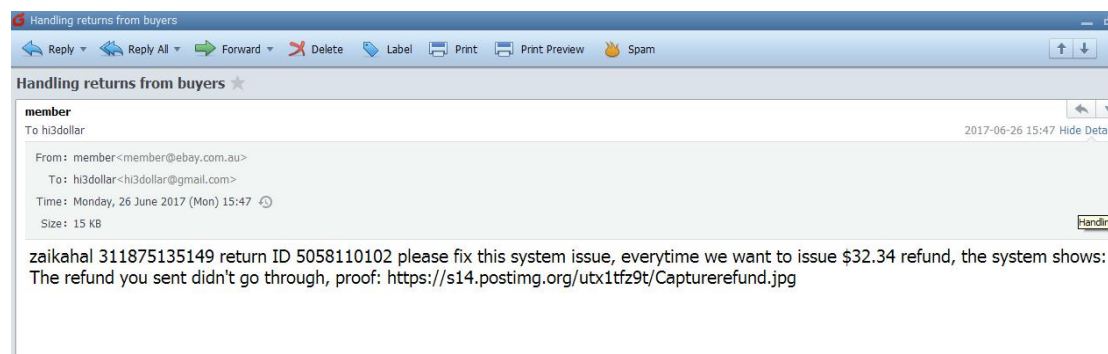
Item ID: 311875135149
Order ID: 311875135149-775735663021
Buyer email: abartlett300@gmail.com
Sale price: AU \$5.39
Sale date: 15-Jun-17 12:27:08 AEST
Buyer ID: zaikahal
Return ID: 5058110102
Return opened: 19-Jun-17 12:45:44 AEST
Return postage: buyer pays
Return reason: Doesn't fit(for example: clothing)
Comments: Hello Sorry to do this, i need to return the item i will pay return postage and everything will be returned in original packaging. if you can kindly let me know the return address please accept my apologies for the inconvenience caused

This is buyer change of mind return, buyer wants retail price refund \$5.39 X6=\$32.34, because there is ebay system bug, I can't issue refund via case , every time I click the refund button, system give a mistake message:



The screenshot shows the eBay search bar with the text "Shop by category" and "Search...". Below the search bar, a red message box reads: "The refund you sent didn't go through". Below this message, there are two bullet points: "To try again, log in to PayPal and go to the Transaction Details page and click Issue Refund." and "You can also send money directly to the buyer through PayPal, but you'll need to cancel this transaction to receive your final value fee back."

Then on Mon. I contact ebay :



The screenshot shows an email interface with the subject "Handling returns from buyers". The email is from "member" to "hi3dollar" and is dated "Monday, 26 June 2017 (Mon) 15:47". The email body contains the text: "zaikahal 311875135149 return ID 5058110102 please fix this system issue, everytime we want to issue \$32.34 refund, the system shows: The refund you sent didn't go through, proof: https://s14.postimg.org/utx1tfz9t/Capturerefund.jpg".

On wed. Problem is still there, so I have to call ebay at 5pm on Wed. Unfortunately the lady refunds the whole amount \$56.84 including postage handling \$24.5 since this is ebay system default refund amount. she recommends me to appeal this case.

Solution:

Ebay should refund or credit me \$24.5 postage handle , ebay should fix above system bug to stop this kind of chaos any more.

B regards

Seller: hi1dollar



Thank you for issuing a refund to zaikahal

Hi Phil,

You've issued a AU \$56.84 refund for SHOWER SCREEN CHROME 304 STAINLESS GLASS CLAMP CLIP BRACKET HOLDER 90DEGREE 3MM # 311875135149. We'll credit you the final value fee and the appropriate PayPal fee.

You can [view the details](#) of this return on eBay.

[Relist item](#)

Item Information



SHOWER SCREEN CHROME 304 STAINLESS GLASS CLAMP CLIP BRACKET HOLDER 90DEGREE 3MM

Item ID: 311875135149
Return ID: 5058110102
Buyer ID: zaikahal
Return postage: buyer pays
Return Quantity: 6