

Case 3: Sony WH-1000XM4 Wireless Headphones (SNAD / Missing Accessory – No Clear Fault)

1) Listing Information (Key Points)

- **Title:** Sony WH-1000XM4 Wireless Headphones — Like New
- **Listed Price:** NT\$4,200
- **Condition:** Like new (purchased late 2023)
- **Disclosed flaw:** “No box, includes carrying pouch (photo 3)”
- **Attributes:** Color **Black**, Bluetooth, Noise Cancelling, compatible with iPhone/Android
- **Photos:**
 - https://example.com/xm4_1.jpg (headphones + pouch overview)
 - https://example.com/xm4_2.jpg (close-up of right earcup)
 - https://example.com/xm4_3.jpg (carrying pouch)
- **Not mentioned:** No note about the **USB-C charging cable** or **3.5mm audio cable**.

Note: The official Sony WH-1000XM4 set includes **headphones + USB-C cable + 3.5mm audio cable + carrying case**. However, this listing **did not specify accessory completeness**, and the buyer **did not ask** — therefore, it cannot be classified as seller fault or misdescription.

2) Pre-Transaction Chat (Natural, with Negotiation & COD Confirmation)

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[2025-10-10 14:02] Buyer: Hi! Are the headphones still available?
[2025-10-10 14:05] Seller: Yes, still available. Barely used, almost new.
[2025-10-10 14:07] Buyer: Are they working fine? Bluetooth and noise cancelling okay?
[2025-10-10 14:09] Seller: Everything works perfectly. Battery's still strong.
[2025-10-10 14:11] Buyer: Okay. Do they come with any pouch or accessories?
[2025-10-10 14:13] Seller: Comes with the pouch shown in the photo, no box.
[2025-10-10 14:15] Buyer: Got it. Can do NT$4,000?
[2025-10-10 14:16] Seller: Sure, deal.
[2025-10-10 14:18] Buyer: Ship via **7-ELEVEN COD**, I'll pay the 60 TWD fee.
[2025-10-10 14:19] Seller: Okay, what store should I send it to?
[2025-10-10 14:20] Buyer: **7-ELEVEN Nanjing East (Zhongshan)**.
[2025-10-10 14:21] Seller: Great, I'll ship tomorrow.
[2025-10-10 14:22] System: Order created (**Order ID: TW-12033**)
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3) Order Metadata

Event	Time (UTC+8)
Order Created	2025-10-10 14:22
Seller Shipped (7-ELEVEN)	2025-10-11 09:30
Arrived at Pickup Store (Nanjing East)	2025-10-12 10:15
Buyer Picked Up & Paid COD (NT\$4,060)	2025-10-12 19:20

Event	Time (UTC+8)
Dispute Opened (Before “Complete”)	2025-10-13 09:10

4) Post-Delivery Dispute (Buyer Requested Return – Missing Accessory)

[2025-10-13 09:10] Buyer: Just received the item – works fine, but **no USB-C charging cable**.

Listing and chat didn't mention it's missing, so I assumed it came with everything.

I'd like to **return it for a full refund**.

[2025-10-13 09:25] Seller: I only sold what's in the photos. I used the cable for my phone so didn't include it – thought everyone has one anyway.

[2025-10-13 09:30] Buyer: I see, but the original box usually includes one.

[2025-10-13 09:35] AI: Dispute logged.

→ Reviewing listing & chat: **no claim of “complete accessories.”**

→ Official Sony package includes a USB-C cable, but Buyer **did not ask specifically**.

→ Preliminary finding: **No clear fault (Neutral SNAD – lack of clarity on both sides).**

Suggested resolution:

A) Return & Full Refund (**Buyer covers 60 TWD shipping**)

or

B) Keep item and negotiate a small discount (~5-10% = 200-400 TWD).

[2025-10-13 09:40] Buyer: Okay, if that's the case, I'll keep it – how about a 300 TWD refund?

[2025-10-13 09:42] Seller: Sure, I'll refund 300 TWD to you.

[2025-10-13 09:43] AI: Agreement confirmed. Dispute closed – **Partial refund 300 TWD**.