

## 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](https://example.com/xm4_1.jpg) (headphones + pouch overview)
  - [https://example.com/xm4\\_2.jpg](https://example.com/xm4_2.jpg) (close-up of right earcup)
  - [https://example.com/xm4\\_3.jpg](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)

[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\*\*)

### 3) Order Metadata

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

Event	Time (UTC+8)
<b>Dispute Opened (Before “Complete”)</b>	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\*\*.