

Case 1: iPhone 12 128GB Blue (SNAD / Undisclosed Screen Replacement)

1) Listing Information (Key Points)

- **Title:** iPhone 12 128GB — Like New (Blue)
- **Listed Price:** NT\$9,500
- **Condition:** Like new
- **Disclosed flaws:** “Very light scratch on the bottom frame (photo 4), no earphones included”
- **Attributes:** Blue color, 128GB, iOS 17.xx; (Battery ~88% — confirmed in chat)
- **Photos:**
 - https://example.com/iph12_1.jpg (front)
 - https://example.com/iph12_2.jpg (back)
 - https://example.com/iph12_3.jpg (sides/frame)
 - https://example.com/iph12_4.jpg (scratch close-up)
- **Not mentioned:** Repair or replacement history (no statement about screen replacement).

Note: A **screen replacement** (even if **genuine Apple part**) is **material information** that significantly affects value and buyer expectations — it **must be disclosed**.

2) Pre-Transaction Chat (Natural, with Bargaining & COD Setup via 7-ELEVEN)

[2025-10-05 11:58] Buyer: Hi, is the phone still available? Same condition as in the photos?

[2025-10-05 12:02] Seller: Yes, still available. Same as shown. I've kept it in great condition — only a tiny scratch on the lower frame (see photo 4).

[2025-10-05 12:05] Buyer: What's the battery health? Any yellow tint or display issues? True Tone okay?

[2025-10-05 12:08] Seller: Around 88%, runs smoothly. Screen is fine, True Tone normal.

[2025-10-05 12:10] Buyer: Has it ever been repaired or had any parts replaced? Face ID works?

[2025-10-05 12:12] Seller: Face ID works. Haven't done any major repairs.

[2025-10-05 12:16] Buyer: Can you lower the price a bit? I've seen some listed around 9.0-9.2k.

[2025-10-05 12:19] Seller: I listed 9.5 because it's in excellent shape. If you confirm now, I can do 9.2.

[2025-10-05 12:22] Buyer: Okay, 9.2 works. Can we do **7-ELEVEN COD**? I'm busy and can't meet in person.

[2025-10-05 12:24] Seller: Sure. Send me your preferred 7-ELEVEN pickup store.

[2025-10-05 12:26] Buyer: 7-ELEVEN Minsheng (Songshan). How much is the shipping?

[2025-10-05 12:27] Seller: COD shipping fee is **NT\$60**, paid at pickup.

[2025-10-05 12:30] Buyer: Okay. Does it come with a charging cable?

[2025-10-05 12:31] Seller: No earphones, but I'll include a third-party cable.

[2025-10-05 12:33] Buyer: Could you send one photo with a white background and screen brightness ~80% so I can check the display?
[2025-10-05 12:36] Seller: (sends photo) Took it under warm indoor light – looks fine.
[2025-10-05 12:39] Buyer: Looks good. Please create the order on the app.
[2025-10-05 12:41] Seller: Will do.
[2025-10-05 13:22] System: Order created (Order ID: **TW-10567**).
[2025-10-06 10:15] Seller: I've shipped it via 7-ELEVEN (ibon). You should get it tomorrow.
[2025-10-07 09:00] System: Package arrived at 7-ELEVEN Minsheng.
[2025-10-07 18:40] Buyer: Just picked it up and paid (item + **NT\$60 COD**). Thanks!

3) Order Metadata

Event	Timestamp (UTC+8)
Order Created	2025-10-05 13:22
Seller Shipped (7-ELEVEN)	2025-10-06 10:15
Arrived at Pickup Store (Minsheng, Songshan)	2025-10-07 09:00
Buyer Picked Up & Paid COD (NT\$9,260 = item NT\$9,200 + COD NT\$60)	2025-10-07 18:40
Dispute Opened (Before “Complete”)	2025-10-07 20:05

4) After Receiving (Issue Raised — Before “Complete”)

[2025-10-07 20:05] Buyer: I checked and found the screen has been **replaced**. Apple Support shows "Genuine Apple Part - Display replaced" (see attached screenshot). The listing and chat never mentioned this. I'd like to **return the item for a refund**.
[2025-10-07 20:12] Seller: The screen is **genuine Apple**, I have the service record. You didn't ask, so I didn't bring it up. Works perfectly fine.
[2025-10-07 20:18] Buyer: A screen replacement – even genuine – is **material information** that must be disclosed. You also said "no major repairs." I'm filing a **Return/Refund** request.
[2025-10-07 20:20] AI: Return/Refund request received. Seller has **24 hours** to: **Accept / Decline / Counter-offer**.
Tip: Buyer – please upload **Apple Support screenshots** & comparison photos; Seller – please provide **Apple service proof** if available.
[2025-10-07 20:24] Buyer: (uploads screenshot showing "Display - Genuine Apple Part (Replaced)" with matching IMEI)
[2025-10-07 20:40] Seller: I **decline**. It's a genuine screen and you **didn't ask**. I don't see the issue.
[2025-10-07 20:41] AI: Seller has "Declined." Buyer has **24h** to accept an alternative or **Raise to Carousell Support**.

Tip: If you wish to keep the item, consider a **Partial refund**; if you prefer **Return & Full**, please confirm for case escalation.

[2025-10-08 10:05] Buyer: I want a **Return & Full Refund**.

Non-disclosure of repair history is misleading. I'll **Raise to Support**.

[2025-10-08 10:06] Buyer: (clicks **Raise to Carousell Support**)