

## Case 2: Nike Air Jordan 1 Retro High OG “University Blue” (SNAD / Wrong Size – Discovered by AI Research)

### 1) Listing Information (Key Points)

- **Title:** Nike Air Jordan 1 Retro High OG “University Blue” — 100% Authentic
- **Listed Price:** NT\$5,200
- **Condition:** Like new (worn twice)
- **Disclosed flaws:** “Minor crease on toe box (photo 3), slightly dented box”
- **Attributes:** Size **US9 (27cm)**, with original box & tag, purchased at Nike Taipei, 2023 release
- **Photos:**
  - [https://example.com/jordan1\\_1.jpg](https://example.com/jordan1_1.jpg) (front view)
  - [https://example.com/jordan1\\_2.jpg](https://example.com/jordan1_2.jpg) (side profile)
  - [https://example.com/jordan1\\_3.jpg](https://example.com/jordan1_3.jpg) (toe crease close-up)
  - [https://example.com/jordan1\\_4.jpg](https://example.com/jordan1_4.jpg) (box label “US9 / 27cm”)
- **Not mentioned:** No information about the model running smaller than usual.

Note: At the time of listing, **neither the buyer nor the seller knew** that the “University Blue” model tends to fit **0.5 size smaller** than standard Air Jordan 1 models.

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

[2025-09-16 19:48] Buyer: Hi! Is this pair still available? Looks really clean.  
[2025-09-16 19:51] Seller: Yes, still available. Worn twice indoors, soles are very clean.  
[2025-09-16 19:53] Buyer: Is the sizing true? I usually wear US9 for other Jordan 1s.  
[2025-09-16 19:56] Seller: Yep, true US9. I wear US9 too and it fits snugly.  
[2025-09-16 20:01] Buyer: Cool. If you can do NT\$5,000, I'll take it.  
[2025-09-16 20:03] Seller: Deal.  
[2025-09-16 20:04] Buyer: Ship via \*\*7-ELEVEN COD\*\*, I'll cover shipping.  
[2025-09-16 20:06] Seller: Sure, COD fee is \*\*NT\$60\*\*, paid at pickup.  
[2025-09-16 20:09] Buyer: Send it to \*\*7-ELEVEN Dunbei (Songshan)\*\* please.  
[2025-09-16 20:10] Seller: Okay, I'll ship tomorrow morning.  
[2025-09-16 21:12] System: Order created (\*\*Order ID: TW-11021\*\*)

### 3) Order Metadata

Event	Timestamp (UTC+8)
Order Created	2025-09-16 21:12
Seller Shipped (7-ELEVEN)	2025-09-17 09:45
Arrived at Pickup Store (Dunbei)	2025-09-18 10:22
Buyer Picked Up & Paid COD (NT\$5,060)	2025-09-18 18:50

Event	Timestamp (UTC+8)
<b>Dispute Opened (Before “Complete”)</b>	2025-09-19 09:40

#### 4) Post-Delivery Dispute (Buyer Initially Claimed SNAD)

[2025-09-19 09:40] Buyer: I just tried them – they fit \*\*like US8.5\*\*, not US9. You listed US9 but it's too tight. I think it's \*\*not as described\*\* and want a return + refund.

[2025-09-19 10:10] Seller: That's strange. I also wear US9 and they fit me fine. I didn't modify anything.

[2025-09-19 10:18] Buyer: But they're definitely tighter than my other pairs. Can I send them back?

[2025-09-19 10:20] AI: Dispute received.

→ Checking external product data for “Air Jordan 1 University Blue.”

[2025-09-19 10:24] AI: According to Nike and sneaker community sources, the \*\*Air Jordan 1 University Blue\*\* runs about \*\*0.5 size smaller\*\* than standard Jordan 1s – many buyers report the same.

→ It appears \*\*neither party is at fault\*\*; this is a \*\*product characteristic\*\*.

Recommendation:

\*\*A) \*\* Return & Full Refund (Buyer covers \*\*NT\$60 shipping\*\*) or

\*\*B) \*\* Negotiate a \*\*partial refund (~10%)\*\* if Buyer keeps the item.

[2025-09-19 10:30] Buyer: Oh, I see. I didn't know that. Then it's not your fault either.

[2025-09-19 10:32] Seller: Yeah, I had no idea too. I can refund \*\*NT\$500\*\* as goodwill if you want to keep them.

[2025-09-19 10:35] Buyer: That's fair. My friend can wear them anyway. Let's keep it.

[2025-09-19 10:36] AI: Recorded – both parties \*\*agreed on partial refund (NT\$500)\*\*. Dispute resolved amicably.