

Online Auction Buyer Demand Letter

Date: _____

Address: _____

To: _____ *[name of seller]*

Address: _____

I am writing to you regarding a dispute over _____ *[description of item purchased]* for which I was high bidder on the auction at _____ *[name of auction site]* as Item No. _____ *[number of item at auction site]*.

A dispute exists because *[describe the reason you are dissatisfied with your purchase in as much detail as possible]*

_____.

I would like to resolve the matter as follows:

[choose one]

I will return the item to you via *[describe the shipping method]* _____ and request a refund from you in the amount of \$_____, which includes the following costs *[list all costs for which you are seeking compensation, for example, shipping item to you, shipping item back to seller, amount paid for item, etc.]*

_____.

I will keep the item, but for the following reasons *[specify reasons for price reduction, for example, partial damage or not as advertised, and include proof such as*

photos of item] I request a partial refund of \$ _____.

I seek a full refund of all monies paid as I never received the item.

Please make payment by *[specify the method by which payment shall be made to you. For example, if payment to seller was made by credit card, seek a charge back. If payment was made by money order, seek a money order, etc.]*

_____.

If you disagree with my request and would like to resolve the matter through a third-party dispute resolution procedure, I am prepared to use online dispute resolution procedures at:

Squaretrade (www.squaretrade.com)

iCourthouse (www.i-courthouse.com)

myADR (www.namadr.com)

other *[list online dispute resolution website]*

If I do not hear back from you by *[date]* _____, I will conclude that you do not wish to resolve the matter and I will *[check as many as apply]*:

seek a charge back on my credit card*[if payment was made by credit card]*

file an online incident report at the National Fraud Information Center (www.fraud.org)

post negative feedback at your online auction site

Signature

Address

Email