



David Vega <twospirits411@gmail.com>

Help in device buying transaction

4 messages

David Vega <twospirits411@gmail.com>

Tue, Mar 18, 2014 at 1:11 PM

To: Swappa Help <help@swappa.com>

Dear Swappa team,

I recently purchased a LG G2 (Sprint) device last week on March 12th from member JUY102. I left a message back then inquiring if there were other shipping options. The member never responded to that message. A few days later on March 17th I sent another message asking for the tracking number and have yet to get a reply. Upon looking at the sale page, it specifically shows that the device was not shipped yet and naturally there isn't any tracking number provided.

Since I am in need of a LG G2 asap, I am about to pull the trigger on buying another one in swappa, but fear that the seller may have sent the device and simply forgot to provide a tracking number.

Therefore I ask,

1-have members sent devices without tracking numbers?

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3-If I order/purchase another device and the original device I ordered does come in (providing the member sent it without a tracking number), what would be the steps involved to return that device and get my refund?

Sorry for asking so many questions, but I am in a bind here and don't know how about to proceed.

item I bought: <http://swappa.com/listing/JUY102/view>

Thanks

David E. Vega

xda username: twospirits

Swappa Help <help@swappa.com>

Tue, Mar 18, 2014 at 1:20 PM

To: David Vega <twospirits411@gmail.com>

David,

Regarding: <http://swappa.com/listing/JUY102/sale>

Sorry for the frustration. To answer your questions, yes, users do sometimes ship without tracking (although we advise to provide tracking) Usually the way users communicate is the comment section on the sale page linked above, but you are more than welcome to email them using the PayPal email you have on file in your PayPal account. Returns and refund procedures are strictly handled between buyer and seller unless the device you receive is not as described or DOA.

Now, for your situation in particular, if we don't hear back from the seller with an update by this evening, we'll go ahead and provide instructions for forcing a refund through PayPal.

Again, I'm sorry for the headache with this seller.

Regards,

Tony McAfee

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Wed, Mar 19, 2014 at 2:07 PM

To: Swappa Help <help@swappa.com>

Dear Tony,

In regards to this [transaction](#) and this member,

I did as you asked and contacted the member via his email on paypal.

Below is the transaction between us. As of now, there still isn't a tracking number and he has not responded to last night's email. I'm beginning to feel like I am dealing with a child.

My conversation with the member follows (in timed order)...

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From: David Vega <twospirits411@gmail.com>

Date: Tue, Mar 18, 2014 at 1:58 PM

Subject: Swappa LG G2 transaction

To: nathanyoung59@gmail.com

Nathan,

I've tried to get ahold of you on swappa about the G2 sell and there was no response therefore, I am emailing you directly. I do not see a tracking number on the sell page and would like to know if the device was indeed shipped last week?

Now it may be that being a new member on swappa, you may not get the ins and outs of the transaction process and may have forgotten to include a tracking number, you need to at least stay in contact with the buyer or the staff to keep us abreast of any delay or problem.

that being the case, and with you being a new member of swappa, I am willing to give you the benefit of the doubt and wait another day for you to respond. Otherwise I will have to void this transaction and seek a refund.

Please respond.

Dave

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From: Nathan Young <nathanyoung59@gmail.com>
Date: Tue, Mar 18, 2014 at 2:00 PM
Subject: Re: Swappa LG G2 transaction
To: David Vega <twospirits411@gmail.com>

Sorry about that I been so involved in my schooling I will get right on it sorry about the no response

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From: David Vega <twospirits411@gmail.com>
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Swappa Help <help@swappa.com>
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Wed, Mar 19, 2014 at 2:43 PM

Dave,

Regarding, <http://swappa.com/listing/JUY102/sale>

I will follow up on the sale page. I'm sorry about the issues. This is not the way it is supposed to work.

Thank you for your patience.

-Lucas Freeman

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3/20/2014

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