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**Newegg - Your Chat Transcript with Newegg Customer Service**

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info@newegg.com <info@newegg.com>  
To:

Sat, Mar 20, 2021 at 12:57 AM



## Chat Transcript

Newegg Support Chat on 3/19/2021:

**Phyllis P.** 08:29 PM PT

Hi Aaron . This is Phyllis. I would be glad to check this order for you. May I have a moment please?

**Aaron G.** 08:29 PM PT

Sure, thank you.

**Phyllis P.** 08:30 PM PT

Yes. Would you like to return this order?

**Phyllis P.** 08:30 PM PT

May I know the reason?

**Phyllis P.** 08:33 PM PT

I have not received a response from you in 3 minutes. Would you still like to continue this chat?

**Aaron G.** 08:33 PM PT

I purchased what I thought was a new item, but it's actually open box

**Phyllis P.** 08:34 PM PT

Yes. Item itself is an open box .

**Aaron G.** 08:34 PM PT

It's missing all accessories aside from the board itself. Unfortunately it's functionally useless to me because I don't have spare accessories

**Phyllis P.**

08:34 PM PT

As for open box, we are unable to guarantee all accessories will come together. So if you want to return, you are responsible for return shipping cost.

**Phyllis P.**

08:35 PM PT

Before I issue Refund RMA, please provide me with the following information: 1. Is the item physically damaged? 2. Do you have the retail box, UPC code and all the accessories for the return item? 3. May I please confirm your current shipping address?

**Aaron G.**

08:35 PM PT

If you follow this link

**Aaron G.**

08:35 PM PT

<https://www.newegg.com/p/pl?N=50001315%20100007627%20601361681%20601352142%20601302884&Manufactory=1315>

**Aaron G.**

08:36 PM PT

And scroll down to the Asus Strix s490f listing

**Aaron G.**

08:36 PM PT

You'll notice it does not say open box on the title.

**Aaron G.**

08:36 PM PT

z490-f, my mistake.

**Phyllis P.**

08:37 PM PT

ASUS ROG STRIX Z490-F GAMING LGA 1200 (Intel 10th Gen) Intel Z490 SATA 6Gb/s ATX Intel Motherboard (12+2 Power Stages, DDR4 4800, Intel 2.5Gb Ethernet, USB 3.2 Front Panel Type-C, Dual M.2 and AURA Sync) OPEN BOX

**Phyllis P.**

08:38 PM PT

Please go item page you will see Open Box under item description.

**Aaron G.**

08:38 PM PT

Yes, that appears in very small font once you click the listing.

**Phyllis P.**

08:38 PM PT

<https://www.newegg.com/asus-rog-strix-z490-f-gaming/p/N82E16813119269R>

**Phyllis P.**

08:38 PM PT

Yes, it is.

**Aaron G.**

08:39 PM PT

But the title on the search page does not indicate it's an open box item. I clicked and purchased under the impression it was new as the title does not indicate otherwise, and the words "open box" are small enough on the item page that it's very easily missed.

**Aaron G.**

08:40 PM PT

I did not even realize it was an open box item until it arrived today.

**Phyllis P.**

08:41 PM PT

On the search will not display of course. But you need to pay more attention to item page.

**Phyllis P.**

08:42 PM PT

It is shown as an open box at item page so you are responsible for return shipping cost if you no longer needed.

**Aaron G.**

08:42 PM PT

What's also extremely misleading is the fact that the discounted price is based on the price of the item in new condition, which is \$269.

**Phyllis P.**

08:43 PM PT

We never misleading you just you did not note that.

**Aaron G.**

08:45 PM PT

Again, the item's title under the search results does not indicate in any way that it is open box. The item's listing page has the words "open box" in tiny font under the much larger title.

**Aaron G.**

08:45 PM PT

And if that is the listing for the open box version, why would the original price be the same as the new version, which is \$269?

**Phyllis P.**

08:46 PM PT

Also, it will not indicate open box on searching page.

**Phyllis P.**

08:46 PM PT

The item price you purchased is \$220.99.

**Aaron G.**

08:46 PM PT

That's correct.

**Phyllis P.**

08:47 PM PT

Everything is correct. All of our open box items will indicate as the same way.

**Aaron G.**

08:47 PM PT

But the listing suggests it's discounted from \$269, which is the same as the price of the new item.

**Aaron G.**

08:48 PM PT

Which suggests that it's a sale on the new item rather than an open box discount.

**Aaron G.**

08:49 PM PT

The fact that "open box" does not appear in the search results makes it impossible to know what you're clicking on.

**Phyllis P.**

08:49 PM PT

<https://www.newegg.com/asus-rog-strix-z490-f-gaming/p/N82E16813119269R> The price for this item is \$220.99.

**Aaron G.**

08:49 PM PT

Yes, I know., That's what I paid for it.

**Phyllis P.**

08:50 PM PT

Our price is non-negotiable. As for return, we do not cover any return shipping cost for personal return.

**Aaron G.**

08:50 PM PT

But the listing suggests that it's discounted from an original price of \$269.

**Phyllis P.**

08:50 PM PT

return reason\*

**Phyllis P.**

08:50 PM PT

Where is list? The fact is you paid in amount of \$220.99 not \$269.

**Aaron G.**

08:51 PM PT

Again, I clicked and purchased based on the impression that the item was new. The words "open box" do not appear in the search results at all, and on the listing page "open box" is 1/100th the sized of the title.

**Aaron G.**

08:51 PM PT

The text is unreasonably tiny.

**Aaron G.**

08:52 PM PT

And I would not have clicked on that search result in the first place if it had said "open box" in the title.

**Aaron G.**

08:52 PM PT

But it doesn't, as you can see.

**Phyllis P.**

08:53 PM PT

It is your impression . Our item page clearly marked as an open box item.

**Aaron G.**

08:53 PM PT

<https://i.imgur.com/fl0hzgb.png>

**Phyllis P.**

08:53 PM PT

As for text. thanks for your feedback. we will try to improve in the future.

**Aaron G.**

08:53 PM PT

The words "open box" do not appear at all there.

**Phyllis P.**

08:55 PM PT

I have said, it will display at item page.

**Aaron G.**

08:56 PM PT

Why does it not display on the title page?

**Aaron G.**

08:57 PM PT

Again, it's impossible to know if what I'm clicking on is an open box item if it doesn't say so at all on the link.

**Aaron G.**

08:57 PM PT

Those search results do not say "open box" anywhere. Otherwise, again, I would not have clicked in the first place.

**Aaron G.**

08:58 PM PT

So why do the words "open box" not appear in the link?

**Phyllis P.**

08:59 PM PT

It will not display on the searching page. Open box is an option, a category of items, why it should be shown on the title of searching page?

**Aaron G.**

09:00 PM PT

I'm aware it does not appear on the search results. But why not? That's critical information.

**Phyllis P.**

09:00 PM PT

Which will be shows as an option on the left hand as a category.

**Aaron G.**

09:02 PM PT

But again, why not in the title? I would not have clicked if it said so in the link.

**Phyllis P.**

09:04 PM PT

You do not selected category as open box, when you typed a Motherboard, all kinds of motherboards will show then. How does it show in the title?

**Aaron G.**

09:06 PM PT

Exactly, I didn't select open box as a category. So why would I get open box results at all? And why would those results not say "open box" in the link if it's an open box item?

**Phyllis P.**

09:09 PM PT

All results will display and you just selected one if them did not reliazed it as an open box. So now you are saying it is our fault to put an open box item on purpose? Again, sir. You should understand this is your own fault .

**Aaron G.**

09:10 PM PT

I'm not saying anything is anyone's "fault".

**Phyllis P.**

09:10 PM PT

of\*

**Aaron G.**

09:11 PM PT

I'm saying the words "open box" don't appear in the link.

**Phyllis P.**

09:11 PM PT

But you are requiring you do not want to pay for return shipping cost just because the open box did not appear in link. You can try now. It will not as well.

**Aaron G.**

09:11 PM PT

I don't think it's unreasonable to click a link that does not say "open box" and expect it to be new.

**Phyllis P.**

09:11 PM PT

to\*

**Phyllis P.**

09:14 PM PT

If all people contact us to refuse paying for return shipping cost due the same reason, how can we continue business ? No one feedback that our text Open Box is too tiny to see but you. The result you asked is this is a reasonable why you do not need to pay for return shipping cost. If you can, I will issue for you at the beginning, why I need to take so much time to explain this?

**Aaron G.**

09:15 PM PT

Because it's your job as a customer service person. And thank you by the way for taking the time to explain.

**Phyllis P.**

09:16 PM PT

I do not have right to waive your shipping cost with personal reason, if I can, I will do without hesitation.

**Aaron G.**

09:16 PM PT

But it is not in any way my fault that the words "open box" do not appear in the link.

**Phyllis P.**

09:17 PM PT

We have our return policy needed to follow, we are unable to process for customers in a random way .

**Aaron G.**

09:17 PM PT

I'm not asking for anything to be done in a "random" way.

**Phyllis P.**

09:17 PM PT

Now you say it is not your fault, so you are saying it is our fault then?

**Aaron G.**

09:18 PM PT

I'm asking Newegg to recognize that the link does not say "open box". I'm asking you to understand why it is so easy to accidentally purchase an open box item accidentally.

**Phyllis P.**

09:19 PM PT

But the fact is you need me to do it in your way not based our policy.

**Phyllis P.**

09:19 PM PT

I have said it will not displayed in the link.

**Phyllis P.**

09:19 PM PT

I understand and thanks for your feedback.

**Aaron G.**

09:19 PM PT

I'm not asking for anything to be done "my way", either. And I'm also not saying this is anyone's "fault".

**Phyllis P.**

09:19 PM PT

So would you like to return or not?

**Aaron G.**

09:20 PM PT

Of course I would. This is not the item I intended to purchase. Precisely because "open box" was not displayed in the link, as you say.

**Phyllis P.**

09:21 PM PT

Okay. Is the item physically damaged? Do you have the retail box, UPC code and all the accessories for the return item? May I please confirm your current shipping address?

**Aaron G.**

09:23 PM PT

I have no way of knowing whether the motherboard is working but it does not appear to be physically damaged.

**Phyllis P.**

09:23 PM PT

Yes.

**Phyllis P.**

09:23 PM PT

And second,

**Aaron G.**

09:23 PM PT

I do not have the retail box because it is an open box item. Which is the whole problem.

**Phyllis P.**

09:23 PM PT

Okay.

**Aaron G.**

09:23 PM PT

I do not have any accessories whatsoever because it is an open box item. Which is the whole problem.

**Phyllis P.**

09:23 PM PT

Okay.

**Phyllis P.**

09:24 PM PT

May I please confirm your current shipping address?

**Aaron G.**

09:24 PM PT

72 Washington Avenue, Brentwood, NY 11717.

**Phyllis P.**

09:25 PM PT

RMA Number: 112481920

**Phyllis P.**

09:25 PM PT

I have created a refund RMA for you. Please remember to return the retail box and all accessories originally included with the item. A confirmation email has been sent to you with the return instructions and a pre-paid shipping label so you may return the product. You will receive this email within the next 30 minutes. Please print the label and tape it onto the outside of your returning package. The pre-paid shipping label does expire in 7 days so please make sure you send this package as soon as possible. Once your return is received, it will take 7-10 business days to process and additional 3-5 business days for the refund to appear in your original form of payment.

**Phyllis P.**

09:26 PM PT

From the Return Shipping Label email, there will be a "Return Label & QR Code" button for you to click on that will take you to a page with both the label and the QR code. Once at a UPS store, you will just need to show that QR code to the UPS rep so they can scan it and print the label for you.

**Aaron G.**

09:28 PM PT

Thank you, I have received the email.

**Phyllis P.**

09:28 PM PT

You are very welcome. Have a nice day and stay safe!

**Aaron G.**

09:28 PM PT

I see that I should have received a pre-paid shipping label. However, the email shows a charge of \$18.35.

**Phyllis P.**

09:29 PM PT

I have said you are responsible for return shipping cost.

**Aaron G.**

09:30 PM PT

You had just said "A confirmation email has been sent to you with the return instructions and a pre-paid shipping label". Why would there be an additional cost?

**Phyllis P.**

09:30 PM PT

Sorry I just typed wrongly. A paid label.



**Phyllis P.**

09:31 PM PT

Sorry for my bad.

**Aaron G.**

09:32 PM PT

Miss, do you see how how easy it is for me to misunderstand Newegg?

**Aaron G.**

09:33 PM PT

You had just said pre-paid twice. You even said "The pre-paid shipping label does expire in 7 days so please make sure you send"

**Phyllis P.**

09:33 PM PT

Sorry. This is my fault. I sincerely apologize for this .

**Aaron G.**

09:33 PM PT

I would not have agreed had I known there would still be a charge.

**Aaron G.**

09:34 PM PT

Please understand that I'm not upset with you personally. Everybody makes mistakes. We're human.

**Phyllis P.**

09:34 PM PT

The fact is you were charged regarding return label as a personal return reason.

**Phyllis P.**

09:34 PM PT

I understand.

**Aaron G.**

09:34 PM PT

I just want you to understand me. It is far, far too easy to accidentally buy an open box item when it does not say "open box" in the title.

**Phyllis P.**

09:35 PM PT

My fault just now. My bad. I am so sorry for the wrong info I just typed.

**Phyllis P.**

09:35 PM PT

I understand u may be purchase one by mistake.

**Aaron G.**

09:36 PM PT

It's okay, mistakes happen. But again, neither of these mistakes is my fault.

**Phyllis P.**

09:36 PM PT

But our system will auto charge return label cost for a personal return reason. I cannot change.

**Aaron G.**

09:37 PM PT

There's no way to just refund the \$18.35 and create a new prepaid

label?

**Phyllis P.**

09:38 PM PT

I cannot sir. There is prepaid label for undefective return.

**Phyllis P.**

09:38 PM PT

no \*

**Phyllis P.**

09:38 PM PT

no prepaid label \*

**Aaron G.**

09:39 PM PT

I mean, it is defective. It comes with zero accessories whatsoever. I can't return what I don't have in the first place.

**Phyllis P.**

09:40 PM PT

It is not defective, open box itself does not come with all accessories.

**Aaron G.**

09:40 PM PT

And again, it does not say "open box" on the title.

**Phyllis P.**

09:40 PM PT

You already mentioned that I have no way of knowing whether the motherboard is working but it does not appear to be physically damaged.

**Phyllis P.**

09:41 PM PT

And again, it shows on item page.

**Aaron G.**

09:41 PM PT

Yes, it does not appear to be physically damaged like you said.

**Aaron G.**

09:42 PM PT

But the product is defective. It comes with zero accessories and therefore can't be used at all.

**Phyllis P.**

09:43 PM PT

You said you have no way of knowing whether the motherboard is working . The open box item itself does not come with all accessories. If it has, it will not sell as open box item.

**Aaron G.**

09:44 PM PT

That's correct, I have no way of using or testing it at all and no way of knowing whether the board itself is working.

**Aaron G.**

09:45 PM PT

Because the link I clicked did not say "open box". Nor did it say "no accessories included".

**Aaron G.**

09:46 PM PT

The item is supposed to come with all necessary components for it to function as advertised.

**Phyllis P.**

09:46 PM PT

Open box item will not come with all accessories like brand new again. This is not the proof to state it as defective .

**Aaron G.**

09:47 PM PT

If the item I receive cannot be used as advertised because it's missing something the manufacturer should have included, the item is defective.

**Phyllis P.**

09:47 PM PT

If you do not need, I will cancel RMA then.

**Aaron G.**

09:49 PM PT

I do need to return it. But it is not my fault that the item I purchased did not indicate it was "open box" in the link, and it is not my fault that the item I received includes none of the necessary accessories and is functionally useless to me.

**Phyllis P.**

09:49 PM PT

RMA Number: 112482340

**Phyllis P.**

09:49 PM PT

How about now?

**Aaron G.**

09:49 PM PT

It is not my fault that the product I received is defective.

**Phyllis P.**

09:50 PM PT

I just recreated one with defective reason so there is no return label charge.

**Phyllis P.**

09:50 PM PT

If you do not want to return, I will cancel it then.

**Aaron G.**

09:50 PM PT

I just saw the email, thank you.

**Aaron G.**

09:51 PM PT

So to be clear, there will be no return shipping fee and no restocking fee?

**Phyllis P.**

09:51 PM PT

Yes.

**Phyllis P.**

09:51 PM PT

No.

**Phyllis P.**

09:51 PM PT

Return as defective reason.

**Phyllis P.**

09:52 PM PT

No restocking fee , no label fee.

**Phyllis P.**

09:52 PM PT

Please note this is a new RMA.

**Aaron G.**

09:52 PM PT

And to be clear, what will the total refund amount to?

**Phyllis P.**

09:53 PM PT

Refund To: Mastercard 240.05

**Aaron G.**

09:53 PM PT

Miss, I sincerely appreciate you hearing me out and taking the time to understand my issue.

**Phyllis P.**

09:54 PM PT

You are very welcome. Have a nice day and stay safe!

**Aaron G.**

09:54 PM PT

It may have taken a while but I understand that part of your job is to protect Newegg's assets.

**Aaron G.**

09:55 PM PT

Thank you for recognizing that it's not always the customer's fault.

**Phyllis P.**

09:56 PM PT

Thanks for your understanding. As for some policy, we must follow.

**Phyllis P.**

09:56 PM PT

Take care! Good night!

**Aaron G.**

09:57 PM PT

And thank you for being open and candid with me. Have a good night.

## Have questions?

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