

January 17, 2021

WITHOUT PREJUDICE

eBay Canada
1000-44 Chipman Hill
Saint John, New Brunswick E2L 2A9

Re: eBay order # 293778496447-1848987997019

Dear Sir or Madam :

On October 13, 2020, on behalf of my son, I contracted with eBay Canada for the purchase of a pair of Apple AirPods advertised as “Genuine Apple AirPods second generation” at a cost of USD 85. After currency conversion, my credit card was charged CAD 113.93.

These arrived in mid-November, and were soon non-operational. My son brought them to the Apple store for repair, only to find that these were counterfeit products. Despite numerous attempts to resolve this matter through eBay’s telephone agents, who on multiple occasions misled me through empty promises of a full refund, eBay has since refused to take corrective action. As a result, both my son and I have needlessly expended hours on telephone calls to your unhelpful representatives and an additional visit to the Apple store to gather written documentation. Moreover, my son has been distraught at the loss of his savings for a dream purchase that ended up being a deceptively convincing counterfeit until it failed.

This letter constitutes formal notice of my demand for a refund of the purchase amount (\$113.93), the mailing cost of this letter by registered mail (\$12.42), and a further \$100 as token compensation for the lost time and energy necessitated by your actions, for a total of \$226.35. Should such refund not be provided within ten (10) days of your receipt of this letter, I will take action through the Small Claims Division of the Court of Québec, citing the relevant statutes of the *Quebec Code of Civil Procedure* and the *Consumer Protection Act*, seeking in addition an amount of \$200 in punitive and/or moral damages to serve as an example for other consumers who are repeatedly misled by your company, and then refused a refund for fraudulent misrepresentation of a counterfeit product. Please govern yourself accordingly.

Sincerely yours,

Dr. Jeremy Cooperstock

encl.