

Dispute Resolution Form

Thank you for filing a dispute with Liquidity Services, Inc. (LSI). It is our intention to make every buying experience with the Liquidation.com marketplace a positive experience, and we aim to resolve your dispute as quickly as possible.

This form is to be completed by buyers for auctions in which LSI has managed the shipping process. Please fill out this form if your shipment has arrived and it is damaged, missing whole units or parts that were listed on the auction manifest, or grossly misrepresented. Please note that LSI defines the act of "gross misrepresentation" as intentionally advertising merchandise in a false or misleading way in an effort to influence bidding and mislead the buyer.

Submission Information

In order for LSI to review and process your dispute, you must adhere to the steps listed below. Failure to adhere to these steps will result in the dispute automatically being ruled in favor of the Seller.

1. The completed dispute form must be faxed to 202-478-0983 **within a reasonable amount of time** from the date the delivery was received by the buyer according to LSI's records.
2. Upon filing a dispute, the buyer is in agreement that they will not sell and/or alter any/all of the merchandise received. If the merchandise is altered and/or sold before the dispute process is complete, the dispute will be considered null and void.
3. LSI must receive support documentation from the buyer, such as photos or samples of the merchandise; if you are unsure of what type of sample is acceptable for your dispute, please contact us. These samples should be emailed to disputephotos@liquidation.com, or mailed to Liquidity Services Inc., Attn: Dispute Department, 12750 Perimeter Dr. Suite 154 Dallas, TX 75228. All support documentation must be received **within 3 business days** of when the merchandise was delivered per LSI's records, or the dispute may be automatically denied.

After step 3 is complete, LSI will confirm with the buyer that their submission has been received.

Dispute Information

Buyer Username: _____ Auction ID: _____
Transaction ID: _____ Auction Title: _____

The merchandise is:

Damaged

If so, describe the state of your shipment. _____

*Please note that merchandise listed as "salvage" has already been identified as defective.

Missing Units/Parts

If so, how many? _____

Please note the quantity variance within your auction before filing a dispute. If the missing merchandise falls within the established variance listed in the auction, the dispute will not be honored.

Grossly Misrepresented

If so, explain how. _____

*Please note that estimated retail value is not a valid basis for a dispute, and is provided in the auction to serve as a research guide only.

Process

If your merchandise is considered by LSI to have been damaged in transit, LSI will file a claim on your behalf with the appropriate shipping company. If the items are defective or meet the definition of "gross misrepresentation," LSI will arbitrate the dispute within 10 business days from the date of submission of all support documentation. In some cases, a resolution may take longer than 10 days, and LSI will keep the buyer updated on the status of the dispute.

I hereby indicate that all information provided in this document is true, and understand that all dispute rulings are final.

Signature: _____ Date: _____