

[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]  
[Date]

eBay Customer Service

[Address of eBay if mailing]  
[City, State, Zip Code]

Subject: Refund Appeal for Item #[Item Number]

Dear eBay Customer Service,

I hope this message finds you well. I am writing to formally appeal the decision regarding my refund request for [Item Name], which I purchased on [Purchase Date]. My eBay user ID is [Your eBay ID].

Upon receiving the item on [Date Received], I noticed [describe the issue with the item, e.g., it was damaged, defective, not as described]. I promptly contacted the seller on [Date of Contact] to address this issue and followed the necessary protocols outlined in eBay's policies.

Despite my efforts, I was informed that my refund request was denied due to [reason given for denial]. I believe this decision may have been made without full consideration of the circumstances. I have attached relevant documentation, including [receipts, photographs, correspondence with the seller, etc.], to support my case.

I kindly request that you review my appeal and reconsider the decision regarding my refund. I have always valued my experience with eBay and hope to resolve this matter amicably.

Thank you for your time and attention to this appeal. I look forward to your response.

Sincerely,

[Your Name]  
[Your eBay ID]