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# Unilone Trade Company

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Bassa ★ Contributor

Nov-06-2020 12

## Unilone Trade Company- SCAMMERS, and Paypal is helping them - DO SOMETHING PAYPAL

I managed to contact Paypal and Unilone, because the delivery was taking so long.

They replied it was on its way.

I finally received the order 2,5 months later, and I received a packet of tooth brushes, and not a crow lamp in sight.

I tried to open a new case, but I could only choose 2 other options, which I chose, and wrote to Paypal that it wasn't the actual problem, but that I had received a totally different order - and now they think I already have used my one option for a refund - which I haven't got.

I don't know why this company can keep on using paypal as a payment option, they are scammers.

 **1 Kudo**

Reply




Weavewhin ★ Contributor

Nov-06-2020 05

### Re: Unilone Trade Company

I ordered THREE of the cat cave beds back in August and never received them! No response to emails so had to get refund going through PayPal system. Very sad because we tend to trust a site if it's tied to PayPal. Very disappointed in this company and PayPal should pull their service from such a scam organization.

 **1 Kudo**

[Reply](#)




debbra2755  Contributor

Nov-06-2020 07

### Re: Unilone Trade Company

I too got scammed and Paypal letting them get away with it. Never got what I ordered but they did send me some kind of pet outfit so they could prove I got it. Really? Can they not read what I paid for and what I actually got.

 **1 Kudo**

[Reply](#)




Lia73  Contributor

Nov-07-2020 02

### Re: Unilone Trade Company

I ordered a foot stool. Notvreceived so I raised a dispute after having emails to Unilone ignored. Since then I received a packet of toothbrushes. PayPal have declined my claim and closed the issue based on the company provided them with a tracking number. I will now be reporting this company to Action Fraud. It's a fraudulent company and PayPal is facilitating their payments which I find unacceptable.

 **1 Kudo**

[Reply](#)

ThePlanP  Contributor

Nov-07-2020 03

## Victory, PayPal decided in my favor after letter prior to legal actions against PayPal and Unilone



Unilone offered me 40% refund and keep the wrong product or to ship the product back wich I would pay by the way and I've declined both. Send an email to PayPal effectively saying them:

"This Unilone Trading Company is manipulating PAYPAL.

They send you a tracking number with a product that has nothing to do with the original paid order and then they send you the same tracking number. That is textbook fraud and I'm very much surprised to see that PayPal has prior knowledge about this activity and they do nothing. They know about this and they do nothing to exclude them or ban them from paypal systems and to protect other customers. They are in violation of EU and US laws. I'm starting a campaign to collect all complaints and also I will be entering a public lawsuit against PayPal.

I'm also very surprised about the amount of information PayPal decided to actively ignore like: <https://www.paypal-community.com/.../Unilone.../td-p/2342006>

They don't find strange that the servers of the company are down?

They don't find strange that the company only sends a tracking number but no further information about the ordered items?

They don't find strange that so many people are reporting that this company is a fraud in their own forum?

They are at fault here.

All legal rights are reserved."

After this PayPal representative escellated my claim and after 1 hour PayPal accepted my claims and is issueing a full refund. I expect also to ban Unilone once and for all.

### Tags (2)

Tags: PAYPAL REFUND UNILONE

**4 Kudos**[Reply](#)



Kirsti13 ★ Contributor

Nov-07-2020 05

### Re: Victory, PayPal decided in my favor after letter prior to legal actions against PayPal and Unilo

Hello, Come ha fatto a farsi rimborsare i soldi da PayPal? Thank you Can you give mi unilone's link ,thank yoy

#### Tags (1)

Tags: UNILONE

 **0 Kudos**

Reply




debbra2755 ★ Contributor

Nov-07-2020 05

### Re: Victory, PayPal decided in my favor after letter prior to legal actions against PayPal and Unilo

So does this mean previous complaints , cases will be looked at and dealt with?

 **1 Kudo**

Reply



macnmolly Contributor

Nov-07-2020 06

### Re: Victory, PayPal decided in my favor after letter prior to legal actions against PayPal and Unilo

Maybe you need to refile your complaint. I'm still waiting weeks to hear the decision on mine. I will cancel PayPal if I don't get a full refund.

**1 Kudo**

[Reply](#)



ThePlanP Contributor

Nov-07-2020 07

### Re: Victory, PayPal decided in my favor after letter prior to legal actions against PayPal and Unilo

No need for that. just give them the invoice number.

**1 Kudo**

[Reply](#)



ThePlanP Contributor

Nov-07-2020 07

## Victory, PayPal decided in my favor after letter prior to legal actions against PayPal and Unilo

What I did is that I selected Buyer protection claim and a paypal representative escalated my claim. You should do the same. Give the link for this thread and they will refund you.

 **0 Kudos**

[Reply](#)




ceg2029  Contributor

Nov-07-2020 09

## Re: Victory, PayPal decided in my favor after letter prior to legal actions against PayPal and Unilo

They took that page down that you gave the link for. Can I have some information on claims you are collecting. I would very much like to partipate!

 **1 Kudo**

[Reply](#)




DisputeDenied  Contributor

Nov-08-2020 04

## Re: Victory, PayPal decided in my favor after letter prior to legal actions against PayPal and Unilo

Paypal offered me a full refund if I send back the product that I did not ordered and pay the shipping cost. When I google the return address, there's no such address that coming out. I emailed Paypal questioning why will I shoulder the shipping cost but Paypal did not replied back.

 **1 Kudo**

[Reply](#)




Pixelicious  Contributor

Nov-08-2020 06

### Re: Vlctory, PayPal decided in my favor after letter prior to legal actions against PayPal and Unilo

Send a a small envelope and provide a tracking number for it lol

 **1 Kudo**

[Reply](#)




Pixelicious  Contributor

Nov-08-2020 06

### Re: Vlctory, PayPal decided in my favor after letter prior to legal actions against PayPal and Unilo

I said in an earlier post I thought we should do a class action against PayPal and Unilone



 **1 Kudo**[Reply](#)

euniceyang01 ★ Contributor

Nov-08-2020 08

## Re: Unilone Trade Company

I had same problem. I purchased homemade fertilizer from Unilone Trade Company on 8/23/20. I already disputed and cancel the order but PayPal asked me to contact Unilone. Unilone asked me to wait since the order is on the way. And the case was closed on 10/18 even though I asked PayPal to extend the closing date since I had not received the order. Finally I received the package, but received totally useless wrong product like scissors. I asked Unilone to refund my money, but answer is 40~50% refund. I emailed more than 10 times. When Unilone advertised Homemade fertilizer is made in USA, California, but it is cheating and fraud. If I paid by my credit card, it would be investigated and refunded. PayPal automatically closed my case even I asked extend the date since I did not receive the order. I will never purchase anything and pay by PayPal.

 **0 Kudos**[Reply](#)

kmil8480 ★ Contributor

Nov-09-2020 03

## Re: Unilone Trade Company

Ordered 2 x cat litter trays in August 2020. Have not received. I've made contact. Company gave no response. Started dispute with PayPal. When I checked status it was

closed saying company proved they were delivered. I can now now dispute it again. How ridiculous. What proof do they have. Not happy.

 **0 Kudos**

Reply



Alisamaza23 New Community Member

Nov-09-2020 04

### Re: Unilone Trade Company

This company is totally a scam! I ordered 2 full size litter boxes & received some sort of mini dog shirt. Paid almost \$50. Paypal closed my case since unilone sent me an item. Stay away from this company!

 **3 Kudos**

Reply



Lia73  Contributor

Nov-09-2020 08

### Re: Unilone Trade Company

Ask for the case to be re opened. That's what I have done. If my case isn't refunded I'll be going to the Ombudsman service in the UK. Paypal are regulated by the FCA in the UK and have to treat their customers fairly if not they are in breach of financial regulations.

 **1 Kudo**

Reply



Lia73  Contributor

Nov-09-2020 08

### Re: Unilone Trade Company

I can't believe after all the complaints and disputes about this company that PayPal still allow them. They are facilitating fraud in actual fact. Very disappointing.

 **2 Kudos**

Reply



Emc2020  Contributor

Nov-09-2020 03

### Uni lone Trade Company

I has been scammed for this company as well Is not for the money but for the FRAUD that they are doing... can u imagine if they asking to give back the 50% of the amount that u pay ... for sent garbage to u .. they still making a profit for it so I has been looking how I can SUIT THEM!!! And YES WE CAN CHINA have a website where we can fill the demand and send information about the fraud and they will take care of it The page is \*\* <http://zhwsft.gov.cn/>. It came in Chinese but at the top of the page u can switch to English So let's do it Who's with me??

 **2 Kudos**

[Reply](#)



Emc2020  Contributor

Nov-09-2020 03

### Re: Unilone Trade Company

Ask for your refund before u get toothbrushes instead the lamp And then u have to send back under ur expenses to you to get the money back

 **0 Kudos**


[Reply](#)




Movyca1964  Contributor

Nov-09-2020 04

### Re: Unilone Trade Company

Hello - Led ring fill light. Oder : sept 27 - still not received 

 **1 Kudo**

[Reply](#)



susanrayner160  Contributor

Nov-09-2020 10

## Re: Unilone Trade Company

I have been going through dispute with PayPal for this company was told if I sent it back would receive refund, sent it back then got message from PayPal saying I didn't need to send it back but fill form in messaged PayPal with tracking number messed about trying to get form filled in, wasn't good enough they said send another. had problem with covid19 so couldn't resend now they found in favour of unilone even though I sent it back, PayPal can kiss my a\*\*\* going to cancel PayPal

 **0 Kudos**

Reply




macnmolly  Contributor

Nov-09-2020 10

## Re: Unilone Trade Company

This seems to be how they operate: They accept payment for one item, and instead of mailing that item, they mail the cheapest piece of crap they can so they can show PayPal that they shipped the item and have proof of delivery. Then, under pressure, they offer you about 50% back. That's how they make money. Paypal should return all costs ASAP for promoting this fraudulent company.

 **1 Kudo**

Reply



susanrayner160 Contributor

Nov-09-2020 10

### Re: Unilone Trade Company

I had the same problem getting the runaround from both unilone and PayPal(think PayPal must have shares in this company) registered for return shipping, sent back to China £9.25 claimed return shipping back ,got that now PayPal found in unilone favour

**0 Kudos**

[Reply](#)



vanessalm Contributor

Nov-09-2020 11

### Re: Victory, PayPal decided in my favor after letter prior to legal actions against PayPal and Unilo

I agree ..way too many people being scammed and the run around by both paypal and teh company is a huge scan to make people just give up and accept the loss.

**0 Kudos**

[Reply](#)



vanessalm Contributor

Nov-09-2020 11

## Re: Uni lone Trade Company

the link doesnt work

 **0 Kudos**

Reply



vanessalm  Contributor

Nov-09-2020 11

## Re: Vlctory, PayPal decided in my favor after letter prior to legal actions against PayPal and Unilo

omg I just received an email from PayPal saying they are REFUNDING my money !!!!!  
Keep fighting everyone ... I sent an email 2 days ago with links to this thread o Unilobe and telling them I will take it further as they are aware of the scam and not doing anything to help their clients . I told them I would be joining any class action against PayPal regarding unilone .I provided photos of the stupid keyring I received and the tracking number /packaging and I provided the invoice of my purchase . Find and screenshot their buyers protection explanation which explains that IF YOU ORDER A SHOE AND RECEIVE A BOOK they will refund you under buyers protection . if they deny your claims for incorrect items received they are going against their own statement in the section on buyers protection. E MAIL YOUR COMPLAINTS google the paypal e mail address ... it's not easy to find but it's there!!!

 **2 Kudos**

Reply



Galeto ★ Contributor

Nov-10-2020 06

## Re: Unilone Trade Company

El 2/09, compre un arenero para gatos y mi sorpresa? Ayer me dejan un aviso de correos con el número de recogida y resulta que es como una camiseta de perro?! Paypal me va cambiando la fecha de resolución, no entiendo y no sé que hacer. No existe un tlf de Paypal?? Pq en el 900 que existe, conforme suena, cuelgan. Estoy indignadisima 🙄🙄

👍 **0 Kudos**

Reply



michelchamy ★ Member

Nov-10-2020 07

## Re: Unilone Trade Company

Hi,

It is a scam, I did order a pair of dumbels over 3 months ago. I did not receive it and got only one email asking me to wait. They never answered again.

Any way of claiming the money back ?

👍 **1 Kudo**

Reply





Galeto ★ Contributor

Nov-10-2020 08

## Re: Unilone Trade Company

Me ha pasado lo mismo, he recibido una camiseta que no vale ni 2€, y pedi un arenero para gatos. Tengo disputa abierta, però no tengo esperanza de que me devuelvan el dinero, a ver que hace Paypal...



0 Kudos

Reply



Mother\_of\_cats ★ Contributor

Nov-10-2020 08

## Re: Unilone Trade Company

Important... PayPal have investigated them now and they will be banned so I have now got a full refund, for those in the UK, the consumer rights acts protects you, if the item was not what you ordered Unilone must pay the postage or provide a pre paid label this is law its not a cost you have to bear, however you should effectively get your refunds now as they realised what they have been doing, so please ask to get a full refund, I was lucky I located where they stole the item pictures from and stupidly its a sole trader who onlyakes them to order or single items, so there be the scam, I let her know they stole her intellectual rights and she could sue them, having said that it will be a group of China scammers with no life, no identity just lots of our money, and I think if they catch them, it will be their life they risked, happy refunds everyone xx mention this and the consumer rights act xx

### Tags (4)

Tags: CHINA SCAM FACEBOOK SCAM CHINA UNILONE VALUE OF NOTHING SENT

 **0 Kudos**[Reply](#)

Mother\_of\_cats ★ Contributor

Nov-10-2020 08

## Re: Unilone Trade Company

Go back and state incorrect item full refund and that you know they have investigated them and now banned their PayPal account, go get your money now.... They have told me this today if from the UK you are protected under the consumer act 2015 and do not have to pay to return if an incorrect item is sent it is totally at their expense and it is 100 percent refund, do not be fobbed off x

### Tags (4)

Tags: [CHINA SCAM](#) [FACEBOOK SCAM CHINA](#) [UNILONE](#) [VALUE OF NOTHING SENT](#) **0 Kudos**[Reply](#)

Vivirvine ★ Contributor

Nov-10-2020 09

## Re: Unilone Trade Company


I usually look companies up on line, but this time I did not. More fool me. One packet of tooth brushes (not ordered) and no lamp later I ask PayPal to step in as payment was after delivery. As they sent the tooth brushes it shows that I got my delivery. I had no idea that they were from the people that were supposed to send me my lamp, as there was no paperwork. So PayPal refuse to get involved as the time limit has passed and they sent the

payment. Feel like a complete \*\*\*. This company is earning thousands out of people like me and there is nothing we can do. Come on PayPal, get on our side please and do not let this company use you for fraud.

 **2 Kudos**

[Reply](#)



happydayscindy2  Member

Nov-11-2020 09


### Re: Unilone Trade Company

I've waited

 **0 Kudos**

[Reply](#)



happydayscindy2  Member

Nov-11-2020 09

### Re: Unilone Trade Company

I waited over 2 months and a packet of cheap plastic toothbrushes came in. So now this company saying your order was delivered! So how can you argue that??

 **0 Kudos**[Reply](#)VonWhit  Contributor

Nov-11-2020 11

## Re: Unilone Trade Company

So, PayPal closed my complaint and request for refund because Unilone sent them a tracking number. I still haven't received my toothbrush in the mail (I ordered two lamps). I tried to find the PayPal email account - to no avail. However, I did send them a message with this link attached. PayPal know this company is a scam, but is making us go through the process one at a time. I am not at all happy with PayPal's response to this and another scam company complaint (Chris Gift). I will keep pushing back on PayPal and see how I go.

 **0 Kudos**[Reply](#)Pukumahi  Contributor

Nov-11-2020 11

## Re: Unilone Trade Company

I bought a lamp for \$80 NZ and got a 5" high wooden man. Pay Pal and Unilone (now closed website .DWE) both say the good have been delivered

 **0 Kudos**[Reply](#)



aphoenix ★ Contributor

Nov-12-2020 03

### Re: Unilone Trade Company

I got scammed by Unilone Trade Company too and PayPal has been doing **\*\*bleep\*\*** all trying to help me.

 **2 Kudos**

[Reply](#)




Emc2020 ★ Contributor

Nov-12-2020 04

### Re: Unilone Trade Company

That's the problem I AM NOT AGREEING send it anything back because it was "THEY MISTAKE" or the way that u quit to make a claim They have to pay if they want that garbage that they sent back

 **1 Kudo**

[Reply](#)



susanrayner160 🌟 Contributor

Nov-12-2020 05

## Re: Unilone Trade Company

Quick update unilone have refunded my money,started a claim through my bank and thought I would message unilone again and they replied to say they would refund and PayPal confirmed refund has gone through, don't give up as I would have returned item even if it cost me more than what I paid, I would have rather the mail company got the money than unilone

 **0 Kudos**

[Reply](#)




susanrayner160  Contributor

Nov-12-2020 05

## Re: Unilone Trade Company

Don't give up you have right on your side

 **1 Kudo**

[Reply](#)



susanrayner160  Contributor

Nov-12-2020 05

## Re: Unilone Trade Company

Return item tracked and signed if you get nowhere with PayPal contact fraud department of your bank, it's a lot of messing but don't let them have your money

 **0 Kudos**

Reply



aphoenix  Contributor

Nov-12-2020 06

## Re: Unilone Trade Company

Okay update:

I was on hold with PayPal customer service for about an hour. I just left it on speaker and continued working (my day job) and when I finally connected to someone, I explained that I bought a cat exercise wheel and was sent a tiny pet tshirt. She said:

"Since you've opened this dispute, we have found that this account was a scam account so we have banned them from using our services and have been offering everyone a full refund. I'll be refunding the full amount to your account so you should see it in the next 3-5 business days."

Don't give up everyone - call them, wait patiently, explain as nicely as possible without letting the anger get through (afterall, we're mad at Unilone first and foremost) and overall be patient!!!

Hope that helps!

 **0 Kudos**

Reply



Pukumahi Contributor

Nov-12-2020 11

### Re: Unilone Trade Company

Pal pay said they have decuded in my favour. Pribkem is im getting less than 50%of the purchase price for goods never received. Ripped off

**0 Kudos**

[Reply](#)



Pukumahi Contributor

Nov-12-2020 11

### Re: Unilone Trade Company

I received a 6 inch high artists artist's model. I ordered a monkey lamp worth 80 bucks. Even though i showed Pay Pal the original receipt and what i received they onky refunded 50% of the cost

**0 Kudos**

[Reply](#)




DavidWash New Community Member

Nov-12-2020 02



## Re: Unilone Trade Company

If PayPal knows this I wonder why they aren't don't sometime. I orders two and was told they were delivered. I'm canceling PayPal

 **1 Kudo**

[Reply](#)




susanrayner160  Contributor

Nov-12-2020 02

## Re: Unilone Trade Company

Message PayPal you can have a conversation and escalate to goods not as described then you will start another for snad I did and after lots of time spent and returning goods eventually paid off

 **1 Kudo**

[Reply](#)



susanrayner160  Contributor

Nov-12-2020 03

## Re: Unilone Trade Company

Check to see if you can sign up for PayPal delivery on them, it's free and they repay your postage if you need to return, you can do this after you start your claim, I did my

postage was £9.25 and was returned pretty quickly, I think you can claim up to £15 in UK but don't know in your country as mine was a dog shirt didn't cost anything to return that way

 **0 Kudos**

[Reply](#)




Felicitylemon ★ Contributor

Nov-12-2020 09

### Re: Unilone Trade Company

Ordered a lamp for \$35, they sent me a random piece of cloth. PayPal says I have to return the item before they will refund! Why would they want a scrap of cloth back, at my expense, when they're going to have to refund me in the end, total waste of time and money and that's a lot of money to me. Feel so foolish, but at 35 pages of comments surely it's time for PayPal to recognise them as the scammers they are!

 **1 Kudo**

[Reply](#)

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