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Char20202020 Contributor

Nov-30-2020 09

Re: Unilone Trade Company

This is what I did, just constantly talking to paypal, it's a pain but that's how these awful people get money, they make it such a prolonged process, and look almost legit offering 'some' money back that people give up. Please dont guys. Just keep messaging. I was in tears on the phone with one guy as it is so stressful and makes you feel silly. But its happening to hundreds of people it seems. I wish everyone luck fighting to get money back.

 **2 Kudos**

Reply



Cat_lady55  Contributor

Nov-30-2020 11

Re: Unilone Trade Company

Hello all, Full refund received today yay! I am in Australia and didn't have to submit a scam report from ACCC or anything like that. Nor did I have to return post the small tee! So key things to try: as many other people have mentioned, make sure you're all registered for the Return on Us PayPal policy. (Just google it and follow the prompts). Then I used the message chat section on the contact to politely but very firmly request my denied case be reopened and referenced this thread again. Best wishes, I am happy to help if anyone has questions also.

 **2 Kudos**

Reply



woody88 ★ Contributor

Dec-01-2020 11:

Re: Unilone Trade Company

Exactly the same for me. Ordered the stroller in aug. Waited 63 days and was send a paper thin peppa pig raincoat which is worth about 50p. Demanded a refund, was told please wait delivery in 2 weeks. Month goes by and message again demanding refund. They send a reply saying order was received. Opened a dispute with paypal but looking at all the others that have no help from them i am not holding my breath. So bloody annoyed. Was a gift for my 1st grandchild

 **0 Kudos**

[Reply](#)



CubanB ★ Contributor

Dec-02-2020 11:

Re: Unilone Trade Company

Same. Ninja Turtle cat shirt. How is this still a company with PayPal??

 **0 Kudos**

[Reply](#)



Mawy1981 ★ Contributor

Dec-03-2020 04:

Re: Unilone Trade Company

I also got scam by that company. Ordered a cat litter box on september 23th for 26\$. Received 2 months later a 1\$ dog tshirt. Website doesnt exist anymore. I placed a claim throught paypal and they were asking me to return the stupid tshirt to China. It would of cost a fortune. I called Paypal and told the lady about this community and all the people getting scam. I told her I dont understand why Paypal is still doing business with them. She quickly answered me that they wont do business with them anymore Not sure I believe this but they will refund me 100% without having to ship the damn tshirt back. Its totally OUTRAGEOUS that they are still doing business with them and no legal charge agaisnt them for FRAUD.

IF YOU DONT RECEIVED WHAT YOU ORDERED, DONT SEND ANYTHING BACK AT YOUR CHARGE. CALL AND ASK A REFUND!

 **3 Kudos**

Reply




Lowfar  Contributor

Dec-03-2020 09:

Re: Unilone Trade Company

Exactly the same issue here. I can't find a phone number for PayPal though, or even an email address to contact them. I would be grateful if you could post this information!

 **1 Kudo**

Reply




Mawy1981 ★ Contributor

Dec-03-2020 09:

Re: Unilone Trade Company

I called Paypal at this number from Canada[Removed. Phone #s not permitted] You can find it on their website.

 **1 Kudo**

[Reply](#)




BJ251 ★ Contributor

Dec-03-2020 10:

Re: Unilone Trade Company

I cant find any way to contact paypal so went to resoltion case bit could only choose 'Unauthorised transaction' option to complain again. Theyve just enailed saying they are denying my claim. Im sick of it now and am going to give up. Paypal has lost my trust. Good Luck with all your claims!

 **1 Kudo**

[Reply](#)



Phooeygirl ★ Contributor

Dec-03-2020 10:

Re: Unilone Trade Company

Lucky. My initial complaint was item. Not receive... I got a package the following day a **bleep** dog shirt not the cat bed i ordered. PayPal denied my claim and closed the case become the received the tracking info from this crappy company!

 **1 Kudo**

[Reply](#)



Phooeygirl  Contributor

Dec-03-2020 11:

Re: Unilone Trade Company

I ended up filing a claim through my credit card hooked to my pay pal account. Papal has lost my business!

 **1 Kudo**

[Reply](#)



Cat_lady55  Contributor

Dec-04-2020 08:

Re: Unilone Trade Company

Hi Bj251 I feel your frustration and at one stage decided to give up also. Someone reminded me that terrible things happen when good people do nothing so I persevered

and was able to add yet another strike to Unilone's record. With your support PayPal will be more likely to act permanently against this type of scam. I too could not find a phone contact number, I was funnelled into the contact page where the three options included the messenger service which did eventually prove fruitful. Please don't give up. Best wishes, CatLady55.

 **2 Kudos**

[Reply](#)



Sarah900  Contributor

Dec-04-2020 08:

Re: Unilone Trade Company

Yes - I've lost all faith in Paypal.

 **0 Kudos**

[Reply](#)



Kmm1126 New Community Member

Dec-04-2020 01:

Re: Unilone Trade Company


This exact same thing happened to me. The company offered me a 40% refund and I could keep the shirt. This is ridiculous

 **0 Kudos**[Reply](#)Chili2020  Contributor

Dec-04-2020 02:

Re: Unilone Trade Company

I ordered also from this company on Facebook, which should have been my first red flag, because Facebook obviously doesn't vet any of their sellers. Ordered two cat beds in mid August, paid through PayPal and immediately got a response from them that my order had shipped and they would provide a tracking number—they never did and when I tried to revisit their store, it was conveniently unavailable. I also tried in vane to send emails but never got any response. I never received my items and disputed this with PayPal and it was denied as they claim the items were delivered. Also contacted the USPS and they also claimed package was delivered, but they NEVER were. Buyer beware of this fraudulent and bogus company. PayPal should block access to this company and any others who have a long history of this type of deceptive practices. Shame on them!

 **1 Kudo**[Reply](#)susanrayner160  Contributor

Dec-04-2020 03:


Re: Unilone Trade Company

Please don't give up, it's a long process but everyone gets there in the end. It's your money not theirs so remember that, don't let them win you earned that money, get angry and fight for what is yours. I went through the whole process, got refused then reopened. I activated return on us through PayPal, didn't really know what I was doing

but found a contact us at the bottom of a page on PayPal where you could message them and they were quite helpful and I threatened the unilone with bad press coverage and contact my bank.the whole lot but wouldn't give up because they are scammers. I returned the dog t shirt, was only£9.25, took photos of package at post office and everything.I sent photos to unilone through PayPal and straight away got a reply from them saying they would refund. I got my money the next day Got the postage returned through PayPal but even if I hadn't I would still have posted as I would rather pay postal company money than let them steal my money

Tags (1)

Tags: KEEP FIGHTING

 **1 Kudo**

[Reply](#)



nuttytart1961 New Community Member

Dec-04-2020 04:

Re: Unilone Trade Company

I purchased a cat toilet from this company. They sent tracking number which showed nothing at all.

I put in a claim via paypal but they have denied my claim stating the company provided them with tracking stating it had been delivered. Absolute crap. Wish they had sent me the so called proof.

 **0 Kudos**

[Reply](#)



dbybee ★ Member

Dec-05-2020 05:

Re: Unilone Trade Company

FRAUD! I ordered one of the crow lamps on October 10th and still have not received it... tracking number doesn't work, either.

 **0 Kudos**

Reply




Dscott62 ★ Member

Dec-07-2020 05:

Re: Unilone Trade Company

I ordered a cat litter box on September 2nd. I waited until a October 26 to report that the item had nit been received. They said tracking showed it had been delivered. I have cameras at my house so I was certain it had not been delivered or taken. I called the Post Office and was told about a tiny package scheme. They sell you something that costs a lot and send you something else tiny. They asked if I had received anything that Zi had not ordered. Guess what, I paid \$27 for a 50 cent dog shirt!!!! After reporting this to PayPal last month I am still waiting for a refund. I'm disappointed in Apaypal for continuing to extend the resolution date.

 **1 Kudo**

Reply



Dscott62 ★ Member

Dec-07-2020 05:

Re: Unilone Trade Company

Ask them for tracking. Have you received something smaller that you did Did NOT order?

 **0 Kudos**

Reply



greatsomehow ★ Contributor

Dec-07-2020 12:

Re: Unilone Trade Company - I got my money back!

Same thing here! Bought a litter box, got a dog shirt. It's obviously a scam - I don't think they own any of the items they sell. Instead their business model is that you buy something at an affordable price and get some worthless ****bleep**** (toothbrushes, dog shirts, key rings, ...). When you contac them, they go "Oh no, damn, so sorry! Send the items back and we'll refund you. Or accept 40% as a refund and keep them".

I filed a complaint with paypal and got as an answer that I needed to send back the worthless dog shirt. Called paypal, but they said that that's the decision. So I sent back the dog shirt and got refunded by Paypal the 10 EUR for that. 3 Weeks later, when the package arrived in china, I got my money back from Paypal! So keep fighting and you'll get your money eventually!!

 **2 Kudos**

Reply



Molihua13 ★ Contributor

Dec-07-2020 04:

Re: Unilone Trade Company

So I'm another one who's been betrayed! I am now waiting month after month for the Unilone goods, Cat furniture. Then they said the post had given the goods as well as sending the script from the post to PayPal. No matter what I do, I won't get any goods or my money back. I reported it 3 times to paypal and every time I get rejected. They say I have the goods. But in my country you need to give your signature if the goods are heavy. For What is PayPal good if they easily believe what this scam is saying. Even when I showed the mail history showing that they lost the goods, nothing happened. Where is the customer support, the customer protection ???

 **0 Kudos**

[Reply](#)



greatsomehow ★ Contributor

Dec-08-2020 04:

Re: Unilone Trade Company

Well since it's obviously a scam and you wouldn't have gotten anything else than a bunch of crap, you should maybe file a new complaint saying that the package arrived and it was toothbrushes? And then if they want you to send something back you can always send back an empty envelope or some worthless key rings. This company is a scam, so if PayPal won't assist I'm afraid you may have to go that way...

 **1 Kudo**[Reply](#)Chili2020  Contributor

Dec-08-2020 04:

Re: Unilone Trade Company

Keep fighting, after refusing to accept a 40% refund and PayPal denying numerous disputes with this fraudulent company, I replied to them that all of my correspondences would be forwarded to PayPal and the United States Postal Service, as this is their means of delivery in the US. They finally agreed to a full refund with the return of the bogus item they sent.

I also filed a claim with the US Postal Service over their fraudulent delivery and will only send the item back when I get confirmation of the best way to ensure they receive this item, from the USPS. Also, if they stole web pages, ie photos, descriptions, from a legit business, you can also contact them to file fraud cases against the company. I also did this, and the legit company I contacted already is pursuing fraud claims against this company and will add my case to their very long list of claimants! Never give up, especially since PayPal and Facebook are doing NOTHING to stop this type of fraudulent behavior on their sites!

 **1 Kudo**[Reply](#)Inessa2013  Member

Dec-08-2020 06:

Re: Unilone Trade Company

Habe das auch erlebt, PayPal hat das Geld nicht zurück geholt und sich von diesem Unternehmen mit der Sendungsverfolgung zufrieden gegeben.

 **0 Kudos**

Reply




annekeire  Contributor

Dec-09-2020 10:

Re: Unilone Trade Company

I eventually got my money back too, good to read some more had this experience. I think we all helped one another by referring to this thread here on Paypal. never ever will I order anything again through a Facebook add! learned my lesson with these scammers luckily got my money back after nearly 4 months

 **1 Kudo**

Reply



Chili2020  Contributor


Dec-10-2020 12:

Re: Unilone Trade Company

I'm glad to hear you got your money back but sorry it took so long. Shame on PayPal for not doing their part in stopping fraudulent sites from being paid through their service.

There is a long documented history with this company and PayPal should step up and do the right thing to dissuade continued business with such companies—Facebook too!!

Shame, shame on them—guess money is the bottom line and NOT protecting their clients from losing hard earned money!

 **1 Kudo**

[Reply](#)



Lizzy75  Contributor

Dec-10-2020 04:

Re: Unilone Trade Company

Me too! Received a dog tshirt instead of two cat litter boxes... 

 **0 Kudos**

[Reply](#)




Diane94  Contributor

Dec-10-2020 07:

Re: Unilone Trade Company

Your story is exactly the same as mine. I also bought a cat toilet that I never received. PayPal has denied my claim. I have definitely been scammed but I thought I would get better protection from PayPal. Very disappointing.

 **1 Kudo**

[Reply](#)



Diane94 ★ Contributor

Dec-10-2020 04:

Re: Unilone Trade Company

PayPal denied and closed my claim twice but I kept fighting to have it re-opened. Finally after I begged PayPal to investigate how many identical claims they have against Unilone I got a reply that I'll be getting my refund. Once is an accident, twice is a coincidence, all these people telling the exact same story is a scam. Don't give up, you have been scammed and you need to fight back.

 **2 Kudos**

Reply




Diane94 ★ Contributor

Dec-10-2020 04:

Re: Unilone Trade Company

PayPal denied and closed my claim twice but I kept fighting to have it reopened. It was only after I begged PayPal to investigate how many other claims exactly like mine they had against Unilone that I finally got my refund. Once is an accident, twice is a coincidence but the mass of identical claims against Unilone is fraud. Don't give up, you have been scammed and you need to fight back.

 **1 Kudo**

Reply



MrIsdisher ★ Contributor

Dec-10-2020 11:

Re: Unilone Trade Company

I ordered from them. Took 4 months to get my order and it wasn't even close to what it was supposed to be. I ordered a litter box and got a dog sweater.

 **0 Kudos**

[Reply](#)




MrIsdisher ★ Contributor

Dec-10-2020 11:

Re: Unilone Trade Company

Agreed! This so called company is a scam. And they obviously know it. So why let him keep scamming all these people?! Myself included!

 **1 Kudo**

[Reply](#)



Lowfar ★ Contributor

Dec-13-2020 06:

Re: Unilone Trade Company- Dispute Denied!

PayPal just denied my claim against these scammers! I ordered 2 cat beds and got 1 crappy dog t-shirt, I opened a dispute, sent pictures and screenshots, and now am wondering if anyone even read my complaint. They denied me because I didn't send the item back to China, which would have cost a lot of money. I am a senior on disability, and I am very upset!

 **0 Kudos**

[Reply](#)




Molihua13  Contributor

Dec-13-2020 06:

Re: Unilone Trade Company- Dispute Denied!

Same thing by me!

 **1 Kudo**

[Reply](#)



kspillma  Member

Dec-14-2020 12:

Re: Unilone Trade Company

When do we report *PayPal* for supporting this fraudulent company?
They've denied my claim due not "not providing requested information" but they aren't showing what this requested information supposedly was.

 **1 Kudo**

[Reply](#)



kspillma  Member

Dec-14-2020 12:

Re: Unilone Trade Company

Does PayPal need a class action suit to do something about this? Are they in cahoots with this company?

They denied me as well- for bogus reasons. OBVIOUSLY this is fraudulent and they are supporting a fraudulent company.

Or Better Business Bureau?

I can't find a good way to get PayPal to pay attention to this.

 **2 Kudos**

[Reply](#)



kspillma  Member

Dec-14-2020 12:

Re: Unilone Trade Company


Just tried contacting PayPal about this. Maybe they want a class action lawsuit?

If you haven't already, let us know why you're contacting us. Feel free to step away and we'll notify you by email or push notification when we've responded.

12:47 PM

- PayPal Assistant

I've already disputed the claim. It was denied due to my "not providing requested information". What information is this and how did you request it of me? It is obvious looking at the community pages that it is well known this company is fraudulent. Why is PayPal being complicit in their fraudulence?

 **1 Kudo**

Reply




Cbanyc13  Contributor

Dec-14-2020 03:

Re: Unilone Trade Company

I bought on Aug 15th, 2020. Same story. No birds

 **1 Kudo**

Reply



MrIsdisher  Contributor

Dec-14-2020 04:

Re: Unilone Trade Company- Dispute Denied!

They sent a stupid dog shirt too. Looks like we both got scammed. Yes PayPal still let's thus company get away with it. Waiting on my dispute..... let's see what'll happen.

 **0 Kudos**

[Reply](#)



SEWC  Contributor

Dec-14-2020 01:

Re: Unilone Trade Company

I filed a case with Federal Trade Commission,

 **0 Kudos**

[Reply](#)



MalMeow  Contributor


Dec-14-2020 02:

Re: Unilone Trade Company

<https://www.usa.gov/state-attorney-general> <https://www.bbb.org/scamtracker>
<https://reportfraud.ftc.gov/> <http://postalinspectors.uspis.gov/> Report this Fraudulent Activity immediately!!!

Tags (3)

Tags: [FRAUD](#) [FRAUDULENT ACTIVITY](#) [SCAM](#)

 **1 Kudo**

[Reply](#)



djlatinman New Community Member

Dec-14-2020 06:

Re: Unilone Trade Company

so i also got hit whit this company. i ordered a 2tb ssd for \$40 and after 52 weeks my package came and the sent me a cheesy watch. the arm were even broken. i put in my dispute so we shall see what happens

 **0 Kudos**

Reply



Gtsarka ★ Contributor

Dec-14-2020 11:

Re: Unilone Trade Company

Scam. Order never sent, tracking number never provided. Mysterious key ring arrives without documentation and Utah address and is quickly forgotten. When I file a complaint, Unilone provides tracking number showing item delivered so Paypal denies request. Call to USPS confirms that package description matches keyring and not large composter ordered. Looks like company gaming paypal complaint system.

 **0 Kudos**

Reply



Xporter ★ Member

Dec-16-2020 10:

Re: Unilone Trade Company

Similar issue. I ordered a bunch of wall mounted cat trees from a website I saw advertised on Facebook. After the purchase I saw it was from Sunil one Trade Company. I never received the item, but they provided PayPal a tracking number and it stated that it was delivered. So of course my case gets denied and now I'm down \$40.50

 **0 Kudos**

Reply



Chili2020 ★ Contributor

Dec-19-2020 03:

Re: Unilone Trade Company

I had a very similar situation, ordered 2 cat caves but received a very small inexpensive cat shirt 6 weeks after order was confirmed. Since I didn't realize that this was from the fraudulent company I ordered from, I discarded the packaging and didn't think too much more about until I filed a dispute with PayPal over not receiving my order and not getting any response from the company with numerous attempts. Of course PayPal denied my claim because said fraudulent company provided a tracking number for the one ounce package that was delivered. Had PayPal investigated at all, they could have determined that my order would weigh significantly more than one ounce and not fit in my mailbox. But they took the word of said fraudulent company over what their customer, me, was trying to convey to them. I continued to dispute this and repeatedly told Unilone that all my correspondence was being forwarded to the USPS, as this was their means of delivery. I also filed a claim with the USPS. After numerous emails back and forth, and NO help from PayPal, Unilone refunded 75% of my money, which is better than nothing, but once this is back in my back account, I plan on contacting Unilone to state this is NOT what I agreed to

and they agreed to 100% refund. I have proof in several emails. Continue to fight and contact USPS if that is how your scam items were delivered. This is the only way these types of scam operators will be halted. Fight on since PayPal will not!

 **1 Kudo**

Reply



gabortoth05 ★ Contributor

Dec-27-2020 11:

Re: Unilone Trade Company

Hello All!

I had the same issue with this company. I saw they advertisement on Facebook in August of 2020, they had really good deals for UV Gels (my girlfriend is a nail artist), so I thought it is a good idea to order some of they items.

Soon I payed 50 USD for two Venalisa UV gel sets, immediately I got the tracking number, and the Paypal confirmation mail.

My first concern was about the tracking number as I was not able to find information about the parcel. I thought this is because of the COVID and could be that the system is a bit overloaded.

After 3 weeks I tried again, the tracking number was okay, I saw that the parcel is on the way. In the middle of September, the tracking info showed that the package is in our Post Office, and it was successfully delivered. I was really curious how the postman was able to put 120 piece of UV gel into our 30x30x15cm letter box... And here comes the big surprise, there were a small little package in the box, which contained a manicure set!!!

I was really upset, and first I rushed to our local post office to check what can I do, but they mentioned I have to contact with the sender.

This was the point where the endless s**t started. I contacted with they support, but there were no answer (according to they website, every mail will be answered within 24hours).

Without any answer I kept to send them mails, and in the end of October, I send them a new mail with a bit "rude" title, and I got an answer... The guy (or girl) said that it was only a mistake, and they will post my parcel immediately. After a week I sent a new mail to ask about the tracking number, no surprise, but there were no answer. I send them another mail, where I told them I contacted with FFC to report them as a scam webshop. After a few

hours I got a tracking number (without greeting or anything).
The tracking went fine, we were really excited to get the parcel even with a major late, but life is not a fairy tale...
So the tracking information showed that the packed is delivered, but we got nothing. At this point, I contacted with the Post Office support, to find out what happened. The support guy told that the tracking number is fine, but the delivery address and name is totally different!
Right after this I sent another e-mail to the support, they said they will investigate the problem... Not a surprise I had to write them again to find out the result of the "investigation"... Today (27.12.2020) I got an e-mail that there were some problem with the shipping company, but they are glad to send me the stuff again, or they can refund... I am afraid that there will never refund, but I keep trying.

 **0 Kudos**

[Reply](#)



greatsomehow  Contributor

Dec-27-2020 05:

Re: Unilone Trade Company

Did you report this to PayPal? Keep fighting and keep us updated how it went. Hope you'll get your money back (because you won't ever receive what you've ordered)

 **0 Kudos**

[Reply](#)



Gtsarka  Contributor

Dec-27-2020 06:

Re: Unilone Trade Company

I really don't think paypal cares. Once they had a tracking number they washed their hands and have been unresponsive. Not sure why they continue to associate with a scam.

 **0 Kudos**

Reply



VonWhit  Contributor

Dec-28-2020 02:

Re: Unilone Trade Company

I reported it to PayPal and also to the scam watch agency in Australia.

I have ended up getting PayPal to refund me for one of the scams - but, not this one. The other scammers had the same methodology as Unilone, only I was able to show that they had copied photos and info from a kickstarter project. I contacted that Kickstarter team to let them know their product was being used in scams. They were excellent in getting back to me and their lawyers also supported my claim.

As for Unilone, I've received nothing still and the tracking number still says the item is in China. PayPal closed my dispute... so I got them to reopen it again... but, they haven't budged on it. I'm playing the long game with them still.

 **0 Kudos**

Reply



UxbridgeAlan ★ Member

Jan-05-2021 11:0

Re: Unilone Trade Company

Sorry to tell you, but I bought a lamp from these scammers, too. What I receive was a cheap wooden articulating doll. Worth maybe 15 cents. SCAMMERS and PayPal lets people keep placing orders through them. They should be shut down. Or at least when a PayPal user tries to buy something, PalPay should put up a flag saying that many users have reported being scammed by this company. It's horrible.



0 Kudos

Reply

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HELP & CONTACT SECURITY

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