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BJ251 Contributor

Sep-22-2020 05:

Re: Unilone Trade Company

Im having same issue with my Cat Cave order. Paypal had better refund if it's a scam!!!

 **7 Kudos**

Reply



Jones599  Contributor

Sep-22-2020 07:

Re: Unilone Trade Company

I ordered a crow lamp mid-July. 11 September I received a 114mm wooden posing figure with no paperwork. I contacted Unilone and asked where my lamp was and they said it was delivered 11 September. So instead of receiving a lamp I received a \$2 posing figure. They told me if I kept it they would give me a 40% discount. I said I ordered a lamp not a posing figure. They then told me they would give me a 50% discount if I kept the posing figure. I said no so now they want me to pay to ship the figure back to China and advised that it would probably cost me \$30 to ship it back so I should take their deal.

Classic bait and switch. I have requested my money back through Paypal and am awaiting decision.

 **7 Kudos**

Reply




Nuada  Contributor

Sep-23-2020 11:

Re: Unilone Trade Company

How long did it take you to get as refund- to date I am still getting the run around on article paid for on 17th August

 **1 Kudo**

[Reply](#)



Jones599  Contributor

Sep-24-2020 01:

Re: Unilone Trade Company

I have not received my refund yet. PayPal says they will make a decision by 26 September. I will update my post then.

Since I was sent something that was not at all like what I ordered I am hopeful that all my money will be refunded. If not I will go to my credit card company and see if they can do anything.

 **3 Kudos**

[Reply](#)




Nuada  Contributor

Sep-24-2020 01:

Re: Unilone Trade Company

I also was sent something that was nothing like what I ordered - new date for resolution 3rd Oct -

 **1 Kudo**

[Reply](#)



Christine115  Contributor

Sep-24-2020 04:

Re: Unilone Trade Company

Has anyone got a refund yet ??? Why is PayPal pushing off the dates all the time. They must be aware of these scammers and there's ton's of victims !!! Something seems really off here ...

 **7 Kudos**

[Reply](#)




Nulligravida  Contributor

Sep-24-2020 07:

Re: Unilone Trade Company

Same here. Ordered a felt cat bed/cat cave on 15 August and, on 23 September I received a tiny baby singlet that is not worth \$hit. I paid for the cat bed. I have been in email back and forth with these ****bleep**** and they have had the temerity to offer me a 40% and 50% refund if I keep the singlet. I don't even have a baby! They tried to reason that if I sent the singlet back it would cost \$30 in shipping, ergo, I am better off keeping it and also getting their generous refund.

So here I am now. Opened a dispute with PayPal. Wish me luck.

 **11 Kudos**

[Reply](#)



Nuada  Contributor

Sep-24-2020 07:

Re: Unilone Trade Company

NO still being stuffed around by PayPal had to go through it all again this time with the 'not as described' so another two weeks before anything happens - agree with you they must know that this company is a scam but still defer to them for an explanation which is just a joke - last count there are about 19 people with claims against this company and still nothing done about it

 **3 Kudos**

[Reply](#)



coolsurf  Contributor

Sep-24-2020 07:

Re: Unilone Trade Company

In my case, I ordered an item on August 25 and started the claim process on September 1 because I did not receive anything.

After the claim was initiated, the fake item was shipped on September 10 and I received it on September 16.

Finally, he filed a claim for the delivery of the fake product and resolved the claim on September 22 for a full refund without a self-pay return.

 **3 Kudos**

[Reply](#)



Nuada  Contributor

Sep-24-2020 07:

Re: Unilone Trade Company

Wow how did you manage to get it settled so quick – most of us are getting the run around by PayPal – dates just keep getting extended

 **3 Kudos**

[Reply](#)



Nulligravida  Contributor

Sep-24-2020 07:

Re: Unilone Trade Company

They told me if I kept it they would give me a 40% discount. I said I ordered a lamp not a posing figure. They then told me they would give me a 50% discount if I kept the posing figure. I said no so now they want me to pay to ship the figure back to China and advised

that it would probably cost me \$30 to ship it back so I should take their deal. Classic bait and switch. I have requested my money back through Paypal and am awaiting decision.

Yep. Precisely what happened to me. I even wrote in Chinese! They are polite but it is a scam.

 **5 Kudos**

[Reply](#)



coolsurf  Contributor

Sep-24-2020 07:

Re: Unilone Trade Company

I repeatedly accused Unilone Trade Company of being a scammer based on the fact that the shopping site where the goods were sold disappeared and the fact that the goods were shipped after the claims were made. At the same time, I also pointed out that there were problems with PayPal's problem resolution system.

I was eventually able to reach a solution to the problem by getting telephone support and filing a damage report, which required proof of seal, as is customary in Japan.

 **3 Kudos**

[Reply](#)



BAbramov New Community Member

Sep-24-2020 10:

Re: Unilone Trade Company

Same here! Ordered in August, they keep asking me to wait and be patient. Website doesn't exist, email nowhere to be found on google, no tracking number that works. Disgusting. PayPal help us get our money back.

 **4 Kudos**

[Reply](#)



Christine115  Contributor

Sep-24-2020 08:

Re: Unilone Trade Company

I ordered the crow lamp the beginning of Aug. today PayPal has extended again a solution date ... today the tracking # has worked, it's still in China though. I expect a joke package eventually. This is crazy, why is PayPal extending over and over ??? I just want my money back, like all of you. Peace

 **4 Kudos**

[Reply](#)



underdown New Community Member

Sep-24-2020 09:

Re: Unilone Trade Company

I ordered four crow lamps and spent \$67. My tracking number disappeared and the website disappeared. No one will return my emails and PayPal hasn't done anything for me on this. My order shipped on August 17th, 2020. Its. September 24th and still nothing. Definitely a

scam and defintiely the last time I try and buy anything off a website that is so new and has very little track record.

 **4 Kudos**

[Reply](#)



86ajsc New Community Member

Sep-25-2020 08:

Re: Unilone Trade Company

Well I received a pack of six toothbrushes instead of the monkey lamp ordered. I apparently didn't buy through PayPal so I won't be getting a refund. This company will not send anything as they don't have anything to send

 **1 Kudo**

[Reply](#)



sw29 ★ Contributor

Sep-26-2020 03:

Re: Unilone Trade Company

Start the process for a refund NOW. I started mine too early and the tracking number did work via the website they sent a link to, then the tracking number worked on the Australia Post site, yesterday my delivery arrived. It was a small posable wooden human figure, you know the kind they use for art. probably around \$2 value at a local shop.

I ordered the monkey lamp through a facebook link – NEVER AGAIN! And now because I had until the day before the item arrived to escalate the claim – I let it go because I could see "something" was on it's way.

I paid about \$25 AU to be duped. I really wanted that monkey lamp. Now I will never purchase anything through Facebook adds.

ANYONE AWAITING AN ITEM FROM THEM SHOULD JUST GO AHEAD AND APPLY FOR A REFUND

 **4 Kudos**

Reply



Josie313  Member

Sep-27-2020 03:

Re: Unilone Trade Company

I really wish I had seen this sooner. I too ordered a crow lamp from them , and instead received a plastic container full of toothbrushes. They've told me the exact same thing, that it will cost me \$30 or more to send the item back to them, and they're only going to give me 25% back.

I will be escalating this further with Paypal too.

 **2 Kudos**

Reply



Boone_dog  Member

Sep-27-2020 07:

Re: Unilone Trade Company

Hi, same thing happened to me. Ordered a item\$\$ and got a plastic toy. Latest is to send item back to China. When seller gets it he will refund me. I'm really disappointed (angry) that paypal, that makes millions off of exchanges, is so deplorable and a sham to customers. I will make sure everyone I know that paypal is a sham and protects scam sellers.

 **5 Kudos**

[Reply](#)



Ureshii-1  Contributor

Sep-28-2020 06:

Re: Unilone Trade Company

I think everyone got scammed by this company

 **3 Kudos**

[Reply](#)



Nuada  Contributor

Sep-28-2020 06:

Re: Unilone Trade Company

YES PITY PAYPAL ARE SO BLIND TO IT

 **4 Kudos**

[Reply](#)




Ep45 New Community Member

Sep-29-2020 01:

Re: Unilone Trade Company

I ordered an adult size folding bath on the 2nd of September with a 10- 14 day delivery offered it is now 27 days and no sign of the bath , after checking the site out since it looks like a scamming site as there are a lot of people that have not received their items ordered , I have emailed the site but not hopeful of a reply .

 **1 Kudo**

[Reply](#)



Christine115  Contributor

Sep-29-2020 08:

Re: Unilone Trade Company

Apparently, people are receiving things that aren't even close to what they ordered. Than the company then offers a refund if you return it at your expense, which is more than what you paid ... complete scam. PayPal for the 3rd time extended my solution. I'm now complaining to them ... specially do you not read your Community complaints ???

Tags (1)

Tags: [RE: UNILONE TRADE COMPANY](#)

 **2 Kudos**

Reply



Nuada  Contributor

Sep-29-2020 08:

Re: Unilone Trade Company

I too have voiced my complaints about this scam company and PayPal in general – date of resolution changed once again to 3rd Oct – this will be 49 days since I brought goods and about 40 days since I lodged first claim – apparently they do not read any comments here !!!!

 **3 Kudos**

Reply



Rockets77  Contributor

Sep-29-2020 09:

Re: Unilone Trade Company

Me too,I bought an item that was advertised on Facebook, tracking # shows it was delivered but in fact it never arrived. Canada post said it is likely a scam and it happens all the time. This company should be banned !

 **3 Kudos**

[Reply](#)



annekeire  Contributor

Sep-30-2020 05:

Re: Unilone Trade Company

Hi Nuada

I managed finally to at least lodge a complaint with Paypal about my lamps that never arrived. They didn't show up in my purchases because somehow it was registered with paypal as a 'guest purchase'. Via Paypal chat and the email id they finally linked me to the purchase and now they gave the company 10 more days to deliver. i got an email from a different email address now claiming that my order has been shipped. There is no reference to what my order actually was but because it's from China and an email came from Paypal customer service it must be them.

sellers name in Chinese (not allowed to post the characters here?), Shipper China Post EMS, status shipped. If you have questions about the shipment, please contact <removed> I doubt if I receive my order, but you never know...

 **2 Kudos**

[Reply](#)



Nuada  Contributor

Oct-01-2020 07:

Re: Unilone Trade Company

Is there anyone that has ACTUALLY got their money back via PayPal yet - or are we all still in limbo ????

 **2 Kudos**

Reply



Tony0080  Contributor

Oct-01-2020 07:

Re: Unilone Trade Company

I also have order cat wheel and had the exact same thing and tracking number not valid hopefully PayPal can sort it out

 **2 Kudos**

Reply



Peter250  Contributor

Oct-02-2020 06:

Re: Unilone Trade Company

Total Scam:

Bought two lamps from an ad on Facebook,

Today I received the package from them, instead off the two lamps I received there was a worthless piece of fabric in thre package.

I made immediate claim to Paypal for full refund, send pictures and mail correspondance lets see how they react !!!

This kind off scam is total new to me, how do Facebook and Paypal cooperate with these kind of fraud companies ???

 **3 Kudos**

Reply



Carrie1971  Member

Oct-03-2020 12:

Re: Unilone Trade Company

Also bought a raven lamp from this company...nothing arrived. The other week, a random multi tool on a keyring arrived – definitely not ordered it but sent from this company. They're a total scam – you place an order and they send something really minor so you get a tracking order and it apeats they have dispatched your order...but this tracking order is for a piece of tat and not what you have ordered...

 **2 Kudos**

Reply




Nuada  Contributor

Oct-03-2020 03:

Re: Unilone Trade Company

PayPal is just bloody ridiculous - my claim was supposed to settle today 3rd Oct - now see it has again been extended to 8th Oct - just left a very strongly worded message for them - !!!!! Original payment was 17th August - claim 22nd August

 **1 Kudo**

Reply




Nuada  Contributor

Oct-03-2020 05:

Re: Unilone Trade Company

Again another date change - my next step is to contact Department of Fair Trading over this - and lodge a complaint against PayPal

 **1 Kudo**

Reply




Nuada  Contributor

Oct-03-2020 10:

Re: Unilone Trade Company

QUESTION how many of you keep getting your Resolution date pushed back by PayPal please ??

 **4 Kudos**

[Reply](#)



Squeany  Contributor

Oct-04-2020 04:

Re: Unilone Trade Company

Hi everyone I cannot stress this enough. Paypal will side with the scam seller. Take this on to you credit card company. Paypal has been helping scammers like this forever – just have a look at how many complaints have been raised while they twiddle their thumbs

 **4 Kudos**

[Reply](#)



Squeany  Contributor

Oct-04-2020 04:

Re: Unilone Trade Company

Note the my above comment. Paypal denied and sided with Unilone, my credit card company gave me my money back. Never trust paypal

 **2 Kudos**

[Reply](#)



Squeany Contributor

Oct-04-2020 05:

Re: Unilone Trade Company

The seller's personal email is <removed> No. <removed> As per his emails

2 Kudos

[Reply](#)



SalCat Contributor

Oct-04-2020 06:

Re: Unilone Trade Company

I haven't received a refund as yet and just had another push back again this is the third push back

4 Kudos

[Reply](#)



Nuada Contributor

Oct-04-2020 10:

Re: Unilone Trade Company

Well this is fun NOT PayPal have changed the resolution date 3 times over the past few days - after checking their policy they are definitely in breach of their prime directive - "To protect the consumer against fraud" NOT happening -

 **3 Kudos**

[Reply](#)




Nuada  Contributor

Oct-05-2020 11:

Re: Unilone Trade Company

Just got a message from PayPal re my claim 'if I return goods to Unilone seller will refund money in full " -- return \$1.00 paint brushes that I received and not the 150 items of art materials - what a damn joke - told PayPal this - shall await answer

 **1 Kudo**

[Reply](#)



Nuada  Contributor

Oct-05-2020 03:

Re: Unilone Trade Company

Well if you are hoping to get your money back forget it, as someone else said PayPal side with Unilone on this - whole resolution a huge waste of time - for me I am closing my PayPal account and will never deal with them again - much safer just going through my bank.

 **2 Kudos**

[Reply](#)




Jdelorean86  Contributor

Oct-05-2020 04:

Re: Unilone Trade Company

I was waiting for 3 monkey lamps they sent me 12 toothbrushes

 **1 Kudo**

[Reply](#)




Christine115  Contributor

Oct-05-2020 08:

Re: Unilone Trade Company

I'm not giving up, I have threatened to close my PayPal account. I do a lot of business with them. I'm waiting to hear back, in the meantime my package is on it's way, I wonder what I'll get ... so any of you after you received a piece of crap, did you get a your refund ???

 **1 Kudo**

[Reply](#)



Nuada  Contributor

Oct-05-2020 10:

Re: Unilone Trade Company

Good luck with that Christine115 - response from PayPal - 'sender will refund your money if you return 'goods' - address that sender sent was in Chinese - and you can not inform PayPal - so am writing it off as lesson learned and closing my PayPal account much better off going through my own bank at least they look after you

 **3 Kudos**

[Reply](#)



Jones599  Contributor

Oct-06-2020 12:

Re: Unilone Trade Company

At this point I don't think they are blind. I think they are complicit. They have made me jump through so many hoops and it's always a different person on chat who never answers a question just gives you another hoop to jump through.

 **2 Kudos**

[Reply](#)




Regina1211  Contributor

Oct-06-2020 12:

Re: Unilone Trade Company

I ordered 2 litterboxes on 9/11 and there is no status and i can't can't find tracking. Why is PayPal no helping us and why are they doing business with this pathetic company?

 **1 Kudo**

Reply



sw29  Contributor

Oct-06-2020 03:

Re: Unilone Trade Company

I ordered a monkey lamp and got a \$2 posable wooden human figure. I emailed them and told them that I was going to report them to Facebook and said I would post high and low about what a scam they are. They offered a 40% refund if I did nothing - as I didn't have any other avenue left to try and recoup my money I said yes. They did credit me with 40% which was better than nothing. Still not happy and will never click another Facebook add again!

Tags (1)

Tags: UNILONE

 **2 Kudos**

Reply



Jones599 Contributor

Oct-06-2020 03:

Re: Unilone Trade Company

After 22 days and filing in a lot of form for fraud. I have been told I would get my money refunded. It was a lot of work and probably not worth the time spent. But it was the principle. You can make a lot of money by just wearing people down.

3 Kudos

[Reply](#)



Nuada Contributor

Oct-06-2020 03:

Re: Unilone Trade Company

For me 59 days of trying to get my money back - with all sorts of threats at PayPal - odds are I am not going to get my money back - but not the end of it looking at lodging claim elsewhere - glad you got yours back

1 Kudo

[Reply](#)



DSnyder03 New Community Member

Oct-06-2020 04:

Re: Unilone Trade Company

I have had the exact same experience with Unilone Trade Company, that all of these posts detail. Over the last 2 months I have been treated like a child by UniloneServiceTeam and PayPal alike. The fact that there are over 100 issues and disputes posted with this company, on the PayPal community forum, and PayPal isn't doing anything about it, indicates that the people responsible for this type of thing at PayPal are either incompetent or they just don't do their job for lack of concern. I expected that PayPal meant I was safe to purchase from that site, but PayPal doesn't give a ****bleep**** about you. Refund my entire purchase and that of everyone an this forum who has had issues with Unilone, delete any profiles connected to Unilone and hold accounts like this responsible for the crimes that they commit on your service. Anything less than that would be a failure to protect your customers.

 **6 Kudos**

[Reply](#)



SalCat  Contributor

Oct-06-2020 09:

Re: Unilone Trade Company

Today I spent about 30mins on the phone with PayPal and I am pleased to say that she looked over my information and has requested that the company issue a refund. Hopefully I should have it in 5 days

 **6 Kudos**

[Reply](#)

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