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# Unilone Trade Company

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Christine115 Contributor

Oct-06-2020 08:

## Re: Unilone Trade Company

PayPal sent me a message this morning, saying they're tracking my order and it is out for delivery today. It will be interesting to see what I get ... they did say if there is a problem with the item, to let them know and they will start the process of giving me a refund. My fingers are crossed ... Finally some good news, I'll keep you all posted.

 **1 Kudo**

Reply



Divelizard  Contributor

Oct-07-2020 07:

## Re: Unilone Trade Company

How did you go with your Paypal claim? I'm in an identical situation, ordered cat cave components, received a tiny pet singlet.

 **2 Kudos**

Reply




pierre67  Contributor

Oct-07-2020 11:

## Re: Unilone Trade Company

I have the same problème....

 **1 Kudo**

[Reply](#)



candycatpins  Contributor


Oct-07-2020 04:

### Re: Unilone Trade Company

Currently having the same issue with a cat climbing thing

did anyone get their money back?



 **1 Kudo**

[Reply](#)




candycatpins  Contributor

Oct-07-2020 05:

### Re: Unilone Trade Company

what number did you call?



 **1 Kudo**

[Reply](#)



Divelizard 🌟🌟 Contributor

Oct-07-2020 05:

### Re: Unilone Trade Company

Ok, curious, what did you recieve?

👍 **1 Kudo**

Reply



Christine115 🌟🌟 Contributor

Oct-07-2020 07:

### Re: Unilone Trade Company

My package didn't come, I got this notice ... Item re-routed due to processing error. So I'm still waiting ...

👍 **1 Kudo**

Reply



Drlp66 🌟 Contributor

Oct-07-2020 07:

### Re: Unilone Trade Company

Ordered a lamp and finally the parcel turned up today after 2 month. Opened it only to find a tub of tooth brushes. A china rip off. Will paypal help me??? Cant even contact them!

 **2 Kudos**

Reply



Nuada  Contributor

Oct-07-2020 10:

## Re: Unilone Trade Company

Short answer NO they won't

 **2 Kudos**

Reply



Raelene47  Contributor

Oct-07-2020 11:

## Re: Unilone Trade Company

I can't believe all these messages naming this rip off company and that PayPal are still allowing them to trade through them. I purchased a mini cartoon mouse lamp and after waiting weeks for my order a cheap wooden statue of a man arrived. I contacted the seller and like everyone else was told I could send it back at my expense for a refund. Of course it's going to cost me more as they pointed out to send it back and they also offered a 40% refund if I kept the item. I after many messages back and forth agreed to a 50% refund, I

will be very interested to see if that happens. I always only buy online if the company I'm dealing with operate through PayPal, I feel as though it offers me some protection. This has left me feeling very disappointed that PayPal are reading all these messages from people and not acting on it to protect its customers. These scam artists look as though they have been doing this to people for a long time. Please PayPal help us out. Raelene47

 **4 Kudos**

[Reply](#)



dturpin3  Contributor

Oct-08-2020 04:

### Re: Unilone Trade Company

Same exact items ordered. Then they finally sent me a pet tee shirt instead of the items I ordered after I filed a complaint. Its a complete scam.

 **0 Kudos**

[Reply](#)



SalCat  Contributor

Oct-08-2020 04:

### Re: Unilone Trade Company

I finally got my money back called PayPal and they made the company issue a refund. It has just gone into my account today

 **5 Kudos**

[Reply](#)




Sickpuppylol  Contributor

Oct-08-2020 11:

### Re: Unilone Trade Company

I ordered the same thing and nothing for over a month except, wait for it to come . I filed a paypal case against them in hope to get my money back.

 **1 Kudo**

[Reply](#)



Char20202020  Contributor

Oct-08-2020 12:

### Re: Unilone Trade Company

I have had the same, ordered a pram for my new born as money tight now nothing. feel an idiot 😞

 **2 Kudos**

[Reply](#)



Becca59 ★ Contributor

Oct-08-2020 12:

### Re: Unilone Trade Company

I don't know about this company, but I keep having weird issues, too. Like the email to contact seller to "resolve dispute" is now a nonworking (fake) email, or the "string you along" saying "be patient" until suddenly 20 days has passed and dispute center drops the case. I keep losing \$ getting either NOTHING, or something far inferior to the advertisement, or something entirely different all together!! I'm not really sure how to handle it, either. I had a new dispute I filed yesterday. Again it says I have to wait 7 days to eacalate...even though I sent PP a message saying there is no way tob"contact seller"...the email address jyst blicks or bumps my email saying invalid, or unreachable or something like that. I'm so sorry 😞

👍 **4 Kudos**

Reply



Divelizard 🌟 Contributor

Oct-08-2020 02:

### Re: Unilone Trade Company

Yay, have just escalated to a claim today, be interesting to see what happens with the other 750 of us!

👍 **1 Kudo**

Reply





Divelizard 🌟 Contributor

Oct-08-2020 02:

## Re: Unilone Trade Company

Make a claim for a refund through PayPal, don't just sit on your hands and do nothing!

👍 **2 Kudos**

Reply



Becca59 ★ Contributor

Oct-08-2020 03:

## Re: Unilone Trade Company

But, Divelizard, the company will "string-you-along" with apologies and request for "patience" because of COVID, and I guess it is to waste up your days you have left after dispute is filed. When \*I\* try to contact company, I cant, or I get no reply. After dispute is filed, they finally (sometimes) contact me, but that's when the string-along begins. Unless a person has nothing to do but mark calendar to remind that NOW it has been 7 days past dispute...ESCALATE...then time can slip by quickly because they keep giving excuses or they dont respond at all.

👍 **1 Kudo**

Reply



Becca59 ★ Contributor

Oct-08-2020 03:

## Re: Unilone Trade Company

Oh, another thing sine companies do is have 3 or 4 different things or names for merchant...like ut mught say Company A, then u order and order shows merchant as Company B, then on bank statement, it shows Comoany C. That is making it more confusing 😞 I ordered a little side table. It was only 19.95 plus 9.99 shipping. After a month, (and that is short compared to some of my purchases) I received a tiny manicure set worth about \$2. Company was not the same as I ordered from, nothing was even remotely the same. Email listed is bogus. I'm out \$30. 😞

👍 **2 Kudos**

Reply



Miko1404 ★ Contributor

Oct-08-2020 04:

## Re: Unilone Trade Company

Monkey lamp ordered 15 August for \$25.

5th Sept received 8 cheap toothbrushes. Offered 40% refund and I can keep the toothbrushes meaning I paid \$15 for the toothbrushes - \$1.88 each!

51 dats from optimistic start to frustrated delivery 😞

Similar back and forth emails to their "service team" now found this thread will raise dispute with PayPal immediately.

Grrr

 **7 Kudos**

[Reply](#)



Drlp66  Contributor

Oct-08-2020 04:

### Re: Unilone Trade Company

I have about a month ago but because they keep supplying a tracking number PayPal make u wait again. There isnt any options on the claim page to send pictures to paypal to speed up the claim. 😞

 **3 Kudos**

[Reply](#)




Miko1404  Contributor

Oct-08-2020 05:

### Re: Unilone Trade Company

Don't bother waiting, seems they use delay tactics to keep your money as long as possible. If they have to refund to a few occasionally then I'm sure the vast majority that don't claim supply the majority of their funds. Shame social media such as FB doesn't take a more responsible attitude to vetting sellers. They just take the ad money and turn a blind eye

 **1 Kudo**

[Reply](#)



Christine115  Contributor

Oct-08-2020 08:

## Re: Unilone Trade Company

Your right, I wanted to send a photo to PayPal of these ugly toothbrushes I received, but there was no option to do that ... I'm going to post it on FB and warn others ... So I ordered the crow lamp and this is what they sent me 2 months later ...



 **1 Kudo**

Reply




Jones599  Contributor

Oct-08-2020 08:

## Re: Unilone Trade Company

I did get my money back. It was frustrating and took almost a month but I got it.  
**I would really encourage every one to hound PayPal or go to your credit card company to get your money back.**  
**Don't let these \*\*bleep\*\* keep your money.**

 **1 Kudo**

[Reply](#)



dturpin3  Contributor

Oct-08-2020 08:

### Re: Unilone Trade Company

How did you add a picture to here?

 **0 Kudos**

[Reply](#)




Jones599  Contributor

Oct-08-2020 08:

### Re: Unilone Trade Company

I got my money back through PayPal. Keep hounding them.

 **1 Kudo**

[Reply](#)




Jones599  Contributor

Oct-08-2020 08:

## Re: Unilone Trade Company

Open a dispute and jump through all the hoops they put in front of you.  
I got my money back through PayPal. Keep hounding them.

 **1 Kudo**

Reply




Jones599  Contributor

Oct-08-2020 08:

## Re: Unilone Trade Company

I got my money back through PayPal. Hound them.

 **1 Kudo**

Reply




Jones599  Contributor

Oct-08-2020 08:

## Re: Unilone Trade Company

It Is true that it is a huge black hole of time. The satisfaction of knowing those scammers didn't get my money is worth it.

 **1 Kudo**

Reply




Jones599  Contributor

Oct-08-2020 08:

### Re: Unilone Trade Company

This is what those companies make their living off of, people who think it's money they lost.

Go after it. Don't let them make a living.

 **1 Kudo**

Reply




Jones599  Contributor

Oct-08-2020 08:

### Re: Unilone Trade Company

I was able to upload pictures to PayPal as .png (I put the photo in Paint).  
PayPal will want you to contact local police and FBI to lodge complaint. Eventually they will point you to Canadian Anti-Fraud Centre which is the right place (for Canadians).  
Go get your money back.

 **1 Kudo**

Reply




Divelizard  Contributor

Oct-09-2020 02:

## Re: Unilone Trade Company

I'm not waiting for them to string me along. I escalated both claims. Once it's escalated with PayPal, the clock is ticking for them to respond and PayPal won't close a case until its resolved, by them supplying the actual product that you brought or giving a refund. I'm a hounder, I've never lost a claim yet, not about to lose these ones either, it takes minutes a day to check progress and respond if you have to, so I'll be doing that in-between working 84hrs a week and sleeping etc.

 **1 Kudo**

[Reply](#)




Kirsti13  Contributor

Oct-09-2020 10:

## Re: Unilone Trade Company

buon giorno, anche io sono stata truffata, dicendo che li segnalo a Facebook (a paypal ho gia segnalato) e che scrivero al mio legale ,mi hanno proposto a restituire l'oggetto ,accreditando €8,00 per la spesa di spedizione, ma io non mi fido piu. o mi davano il rimborso di 40%. non mi interessa ,voglio che restituiscono tutta la somma. cosa possiamo fare tutti insieme?

 **1 Kudo**

[Reply](#)





HeyStay1 ★ Contributor

Oct-09-2020 08:

## Re: Unilone Trade Company

I bought a large enclosed litter box on 8/14/2020 from Unilone Trade Company. It was taking so long that I emailed them three times. They responded once with a covid excuse and said it was on its way. I filed a dispute with PayPal and then moved it to a claim. Today is October 9, 2020 and PayPal denied my claim because they gave an extremely long tracking number and said that it was delivered on October 8, 2020 at my mailbox. First of all, I don't have a mailbox. I receive my mail at the door. Second, they said it was delivered to Providence, RI. I live in North Providence, RI. Third, it was a large box and I was home all day. I received no deliveries. I have an outside camera. There are no deliveries shown on the camera. I am sick to death of these Chinese scammers and then we get stuck with paying the bill for something we never received. PayPal is useless because they want proof that it was never delivered. They should be keeping track of these scammer companies since they obviously get enough complaints. I am very angry that they are not taking my word that I did not receive my item.

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

Nulligravida ★ Contributor

Oct-10-2020 07:

## Re: Unilone Trade Company -- Advice for Australians

Fellow Aussies,

If you have been ripped off by this company, your local state police/ the Australian Federal Police cannot help recover your money. The USA's FBI has no jurisdiction in Australia because they are a foreign law enforcement agency (I know this should be common knowledge but, believe me, it isn't!)

The best you can do is report this mob to the SCAMWATCH website's online form at<<https://www.scamwatch.gov.au/report-a-scam> >

Also, I have managed to trace back the URLs for the website where I (believed I had) bought my goods, including the Facebook URL.

- website selling the items:<<https://www.ahglq.tp/collections/hot-sale>> [which has now disappeared] Or just <<https://www.ahglq.top/>>

- Facebook URL where I saw the so-called cat beds: <[https://m.face\[Removed. Phone #s not permitted\]2215](https://m.face[Removed. Phone #s not permitted]2215)>

NOTE: I have unlinked the URLs in case PayPal's interface dislikes HTML.

The mailing address on the package is/was:

DENG RU

<remove>

PHONE: <remove>

I asked the Unilone Trade Company via email for their mailing address to return the goods:

FROM:Han Jie

PHONE:<remove>

<remove>

If you don't get your money back at least you can stop these people ripping off fellow Australians.

### Tags (4)

Tags:

AUSTRALIAN CONSUMER RIGHTS

CHINA-BASED SCAMMERS

ONLINE SHOPPING SCAM

SCAM



1 Kudo

Reply



Nulligravida Contributor

Oct-10-2020 07:

### Re: Unilone Trade Company

Cancel your order and refuse to pay. It is a scam.

**3 Kudos**

Reply



Nulligravida Contributor

Oct-10-2020 07:

### Re: Unilone Trade Company

Hello

Was it this cate cave? [https://m.face\[Removed. Phone #s not permitted\]2215](https://m.face[Removed. Phone #s not permitted]2215)

I was scammed. They sent me a cheap baby singlet.

**2 Kudos**

Reply



dturpin3 Contributor

Oct-10-2020 07:

## Re: Unilone Trade Company

So paypal has denied my claim stating that the "seller" (scammer) provided them with tracking saying it was delivered. Even though i provided them with screen shots of my receipt showing what i ordered and pictures of what i received. I guess I'm going to file a complaint with the post master since this is mail fraud. And I'll be doing a charge back on my credit card. I don't care if it costs me a fee one way or another I'm not letting PayPal and this scammer get my money.

 **4 Kudos**

Reply



MBreeze66  Contributor

Oct-10-2020 06:

## Re: Unilone Trade Company

I was hoping my delay and lack of correct tracking was also due to their claim of it being Covid related. Package finally came after 57 days and it is not even close to what I ordered. I was scammed.

 **3 Kudos**

Reply



Christine115  Contributor

Oct-10-2020 08:

## Re: Unilone Trade Company

I'm doing my part and I'm flagging these sites on FB. Yesterday FB let me know they took down a site I reported. I tried contacting the company about the animal toothbrushes they sent me ... because I know PayPay will tell me too. Big surprise, address not found, so when PayPal tries, I'm hopeful I'll get my refund. Otherwise, I'm going to my Credit Card Company, I can't let them win ...

 **7 Kudos**

[Reply](#)



HeyStay1  Contributor

Oct-10-2020 08:

## Re: Unilone Trade Company

That's a good idea. I think I'll call the bank for a chargeback since PayPal seems to believe these scammers over their customers

 **3 Kudos**

[Reply](#)



HeyStay1  Contributor

Oct-10-2020 08:

## Re: Unilone Trade Company

I'm sorry. It looks like we all were but PayPal doesn't believe us!

 **3 Kudos**

[Reply](#)




HeyStay1  Contributor

Oct-10-2020 08:

### Re: Unilone Trade Company

No, it was for an enclosed litter box. Just checked my camera for the date and time they said it was delivered. Not a delivery in sight! So sick of these China scammers!

 **1 Kudo**

[Reply](#)




HeyStay1  Contributor

Oct-10-2020 08:

### Re: Unilone Trade Company

Can't they've had my money since 8/14/20. That's why I filed a claim with PayPal. But, they denied me!

 **1 Kudo**

[Reply](#)



Mother\_of\_cats ★ Contributor

Oct-10-2020 09:

## Re: Unilone Trade Company

Ordered 4 cat beds 97.00 dollars nothing nada just a China scam again so waiting refund this week and showed them lots of others being scammed all over the place. About time we all gave China a massive kick in the kaunas and stomped on these \*\*bleep\*\* scammers, keep trying your right is a full refund nothing less

 **3 Kudos**

Reply



Hoonay ★ Contributor

Oct-10-2020 11:


## Re: Unilone Trade Company

I don't know that I got it back from Unilone, but the charge was finally reversed today....

BUT first, Paypal closed the complaint when Unilone provided a tracking number that showed delivered... I checked my mailbox and I did get a package (containing the lightest, cheapest, smallest thing possible), but when I tried to file a new dispute, including screen shot of the tracking that showed, at the very bottom, that it for a "lightweight parcel" and not my items, along with screenshot of the order itself (showing what I'd ordered), along with top and side views of parcel I received, along with photo of the item itself, system wouldn't let me dispute again... Said already resolved... Ultimately, i used the chat feature on Paypal to send the images, along with an honestly angry and frustrated letter that they'd take the word of a company with HUNDREDS of complaints over mine, and that they'd close my dispute without even seeing WHAT the package was that I was sent.

Currently, it shows as refunded, but I don't know... If that customer service agent's boss

says, you're not authorized to do that, and then reverses it again, it wouldn't surprise me. The moral here is, if it feels too good to be true, it likely IS... So, rather than count on PP will refund me, just don't put you or them through the hassle.

 **1 Kudo**

[Reply](#)



34ra  Contributor

Oct-11-2020 12:

### Re: Unilone Trade Company

I bought a stroller from them, the cost was \$31.99 including delivery. The price was low, I should have known that it is too good to be true. They did send me the tracking number, which started working a few weeks later. I kept an eye on it. Almost 2 months later I received a tiny parcel with the same tracking number and it appears to be some small piece of baby clothing, like baby grow. It was stated on the parcel the cost of it as if the value of it is \$20, which no way it would have costed that much. Anyway I got what I completely didn't order and I know now that I can forget about my stroller. I reported that site to facebook so other people wouldn't use it, but no action was taken so far.

 **2 Kudos**

[Reply](#)




Pukumahi  Contributor

Oct-12-2020 01:



## Re: Unilone Trade Company

I am the same. Paid for a Monkey Lamp and the DGETW.SITE no longer exists. The China Post tracking number belonged to another item.

 **1 Kudo**

Reply



180Meash  Contributor

Oct-13-2020 12:

## Re: Unilone Trade Company

After some great customer service from Paypal I was advised to claim that the company had sent me a worthless/valueless item and to fill out and sign an affidavit from Paypal to that effect.

I previously claimed that they weren't sending me anything as they took too long. Then when a toothbrush arrived - not what I ordered - I telephoned Paypal and they changed my claim to valueless item received.

Good luck.

 **3 Kudos**

Reply



Gmccance  Contributor

Oct-14-2020 05:

## Re: Unilone Trade Company

DO NOT ORDER FROM THEM!!!! Huge scam!! I ordered 2 strollers on 8/26/29 for 53.00 and have not received them! I keep getting these BS emails abs they even went as far as giving me a tracking number telling me my order was sent last week abs they sent some stupid see through toddler jacket! I am so angry about this & obviously PayPal is aware of this from all the comments I have read!

 **2 Kudos**

[Reply](#)

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