

SUMMARY

ACTIVITY

WALLET

HELP

COMMUNITY

PayPal  
Community

> Help  
Community

> Disputes and  
Limitations

> Unilone Trade Company

Search all content	<b>cancel</b>
--------------------	---------------

[Ask the Community](#)

[Help the Community](#)

Options

# Unilone Trade Company

[All forum topics](#) < [Previous Topic](#) [Next Topic](#) >



VonWhit Contributor

Nov-12-2020 11

## Re: Unilone Trade Company

My saga with PayPal continues... I have managed to get my closed dispute with Unilone re-opened. I have provided links to this community page and further information. I still haven't received any parcel from Unilone - not even a toothbrush, or a 5 inch wooden man, or a rag. I am now in dialogue with PayPal (a real human) via their web portal. His name is Russell. He tells me:

*"I totally understand, Tony. I am really thankful that you filed a case against them for us to reverse the transaction the proper way. I agree that they shouldn't be doing this to PayPal buyers. That is why we have a dispute and claim process and so buyers like you could get a refund properly. The moment that we finalize the resolution of this case, it will be a permanent hit on the merchant's account **which may lead into an investigation against them.**"*

I have added the highlight. I've responded to them pointing back to this page and what they already know about this company. My original dispute was closed by PayPal when Unilone sent them a tracking number.

Please note I also have a second dispute going with PayPal for a similar scam with a company called ChristGift. They have 'borrowed' products from kickstarter that are still raising funds... that are not in manufacture. I notified the legitimate company selling the item (a Crowne Chess Set) who have got their lawyers onto it.

I have also put scam notifications in to the ACCC (Australia).

 **0 Kudos**

Reply



almcg319  Member

Nov-13-2020 03

## Re: Unilone Trade Company

I got full refunds for both orders they ripped me off on. Cat shelves and litter box. Paypal denied my first claim. I called and told them what I ordered and the crap I received. The reopened case and within a few days I got refunded. I also sent emails to the scammers saying I refused their 40, 50 and 60% offer, saying I contacted Paypal and my credit card company. I wasn't nice in emails. Don't give up.. Call Paypal!

 **1 Kudo**

Reply



Julesf  Contributor

Nov-13-2020 10

## Re: Unilone Trade Company

Same here ... By going what others have written I can expect no help or refund ?

 **0 Kudos**

Reply



vanessalm  Contributor

Nov-13-2020 03

## Re: Unilone Trade Company

if they have closed the case appeal the decision. Do NOT report it as goods not received (they argue that you did receive it and show a tracking number) report it as goods not as described ! send picture of what you received from the tracking number and send a copy of the invoice showing what you ordered.

 **1 Kudo**

Reply




macnmolly  Contributor

Nov-13-2020 04

## Re: Unilone Trade Company

Don't give up. Keep sending reports, messages, e-msil. I finally was notified of a full refund yesterday by e-mail and a phone call.

 **1 Kudo**

Reply



Ange194  Contributor

Nov-13-2020 05

## Re: Unilone Trade Company

I ordered two cat beds in August. Opened a complaint case with PayPal at the end September as items not received . Received a tracking number off Unilone when I complained I had not received my order. Last week I received a tiny dog T-shirt! PayPal have denied my claim as the company supplied a tracking number. This is how they scam people. Send some worthless item and take your money. I am extremely disappointed with PayPal as I thought they supplied some sort of buyer protection. No doubt there are many more people who have fallen for this so BEWARE and trust nobody!

 **3 Kudos**

[Reply](#)



annekeire  Contributor

Nov-13-2020 05

### Re: Unilone Trade Company

yep same story here. Ordered 2 lamps for 31 euros. Received toothbrushes. paypal denying the claim as they received shipping details from the company. Surely with all the people filing claims about the same company they should know by now we are all being scammed and they should refund us !! getting sick of this.

 **0 Kudos**

[Reply](#)



ceg2029  Contributor

Nov-14-2020 01

### Re: Unilone Trade Company

I was able to get a refund today! But I had to do a lot of footwork to get here. I researched as much as I could about Unilone Trade Company. I went through most of the comments on the community, wrote down different email addresses and websites as they were given, did online searches under the company name. I told them that I would like to return the item just so I could get the address and looked it up – it was different enough that it would not have been delivered there. I researched the company that hosted their website. I researched the return address on the envelope and discovered it belong to another company. I filed an ic3 complaint to the internet fraud department of the FBI. I disputed the charge, and when I couldn't get what I wanted to say on the

dispute, I sent them messages, asking that it be included in the case. Each time I found something new, I messaged them again. I made sure that they knew how this company was scamming people, how angry I was, and why wasn't this company being investigated. During the course of our conversations, the agent I was dealing with said she had sent the information I gave to the back office to be investigated. When I received an email that the seller had contacted them, I messaged again saying I noticed they had contacted PayPal and that I hoped PayPal considered all the information I provided. Within 10 minutes, I received a refund for the actual cost of the item I bought, not the cost of shipping. I thanked the customer service agent I was dealing with and then asked about shipping, since I have a problem with paying \$10.00 for something I ordered that I didn't receive, and I got a credit for it. Being polite but aggressive, having all of your information and ducks in a row with screenshots and links to sites that report scams seems to have worked. This was a lot of work, but for me it was the principle of the thing. There's something wrong when I as the buyer have to jump through these hoops in order to get a refund when they are more than capable and have the capacity to do an investigation of the company on their own. I am further going to lodge complaint against PayPal at the Better Business Bureau stating what I had to go through in order to get that refund. I would advise anyone in the United States to do this, because the BBB will bring it to PayPal's attention. The complaints and the company's responses are completely transparent. For those in other countries, I'm sure you have similar organizations where you can report it and there will be a record of it.

 **2 Kudos**

[Reply](#)




**macnmolly**  Contributor

Nov-14-2020 01

## Re: Unilone Trade Company

I finally got a favorable decision and a phone call yesterday. I asked why this company was allowed to use Paypal at all when Paypal had hundreds of complaints of fraud against Unilone. I didn't get a straight answer, just "we are working on it" and the explanation that a number of previously reliable sellers were now doing this, taking orders and sending a cheap piece of junk, then getting buyers to agree to a small refund.

 **1 Kudo**

[Reply](#)




macnmolly  Contributor

Nov-14-2020 05

### Re: Unilone Trade Company

In my phone call with PayPal on Thursday, I told them there are hundreds of complaints of the dame bait and switch tactics with Unilone, so why is Paypal making it so hard to get a refund. I reminds me of fighting an insurance bill where the disputed amount isn't large, but it's your money, and I think they hope you just get tired of it all and give up. Don't give up. I finally got my refund.

 **1 Kudo**

[Reply](#)



RodyaSmith  Contributor


Nov-14-2020 10

### Re: Unilone Trade Company

I bought a dinosaur lamp from these guys. It took forever to actually ship, and when the package arrived it had weird cheap toothbrushes in it. I contacted the company, and they confirm a package arrived. I explained it doesn't matter because it is not what I ordered. In the email they say they are looking into it, but it sounds like I just lost \$30. I am surprised they even respond to email when they seemingly have no intention of being a legitimate business.

Tags (1)

Tags: SNAD

 **1 Kudo**

[Reply](#)



Cocopilon ★ Contributor

Nov-17-2020 02

### Re: Unilone Trade Company

I ordered a cat bed too to be shipped to Canada in August 2020. Its November and havent received anything except for a lame cat cotton tshirt for my cat in pink. Funny thing is that the tracking doesnt match any of my purchases. I was really excited for my cat bed purchase. I did not receive a shipped information email either just when i purchased the item. I emailed paypal which recommended I contact the seller. Problem is that there is to contact of the seller listed or any email info in my email purchase notification. I dont know what to do for my next steps. I suppose i can claim a dispute but it sounds like a lot of steps to take for what I now think is a scam. Any advice?

 **0 Kudos**

[Reply](#)





annekeire  Contributor

Nov-18-2020 05

## Re: Unilone Trade Company

same story here, ordered two lamps, crow and butterfly, paid \$ 31 got toothbrushes. Disgusting looking ones I'd never ever use may I add. If they do this as standard it is so obviously a scam and not an honest mistake - how come Paypal refuses to see this?? with so many of us, just look at the length of this thread and there's more PP community threads about Unilone scam company. Is there something like an international ombudsman?



**0 Kudos**

Reply



Cocopilon  Contributor

Nov-19-2020 12

## Re: Unilone Trade Company

Good question! Thats what we are all wondering. I think Paypal is not stopping them because they make a few \$ each time, and the company likely changes name to avoid fraud. Its frustrating and maddening!



**0 Kudos**

Reply



Eleniskioni ★ Contributor

Nov-19-2020 08

## Re: Unilone Trade Company

I ve ordered 148-Piece Deluxe Artist Painting Set Great Gift for Artists, Beginner & Adults from them and I've been cheated, they have a site now that is calling hpdbl.top.. I ve order it 1st of September and I been waiting..at the end of September o saw that I dont have a tracking number so I contacted with them and I asked for it and the sent me the tracking number..they told me that because of convit-19 there is might be delayed... I ve been waiting for my package for 2 months because I was contacting with them and they kept saying me to wait one more week and one more week..and after 2 months I ve been asked by PayPal for a refund...I wasn't sure then that is a scam, because in greece package from China takes 1-1,5 month to come, so I thought because o convit-19 is ok to take 2 months...but now it's been 3 months and my request for refund in paypal takes for ever to decide..I ve been tried to contact many times with company but I dont get answer back...I did not wrote all these in my request for refund unfortunately beacause I didn't thought back then that it was a scam, i thought that maybe my package has been lost or something..I hope they ll search and see how many people have been cheated by them...I really wonder if we can do anything against them by law beacause they are in China.. I'm sorry for my English 😊

### Tags (1)

Tags: SCAM

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

StacieC1 ★ Member

Nov-19-2020 10

## Re: Unilone Trade Company

I ordered a car seat with latch base on the 17th August. They sent me tracking and have delivered an item being a kids jacket!! The car seat and base is 16.5lbs the package they are claiming i received is 0.076kg!! Paypal have rejected my dispute due to them sending in a tracking with delivered but its not even the correct item! Scammed me to, I an item for a baby which I know should have been to good to be true but on hardly any income believed it would help no matter how long the wait. They are disgusting and ripping of good people.

 **0 Kudos**

[Reply](#)



Lia73  Contributor

Nov-19-2020 04

## Re: Unilone Trade Company

I was initially refused a refund by PayPal. I challenged their decision and have been refunded. I drew their attention to the number of bad reviews about unilone and I also challenged why PayPal was facilitating this kind of fraud. Stand up for your rights and challenged them. Any one scammed should get their money back.

 **0 Kudos**

[Reply](#)



Lia73  Contributor

Nov-19-2020 04

## Re: Unilone Trade Company

You need to challenge PayPal decision. I have and just had my money back. I'm not sure why PayPal facilitates this kind of fraud scam.

 **0 Kudos**

[Reply](#)



susanrayner160  Contributor

Nov-19-2020 04

## Re: Unilone Trade Company

I had the same problem sent back tracked and signed sent email with photo of package through PayPal and they said they would refund my money, they said would I not take the next steps, whatever they mean by that anyway after all the running around I got my refund and claimed postage back through paypal keep going you will get your money back so don't give up 🙌

 **0 Kudos**

[Reply](#)



susanrayner160  Contributor

Nov-19-2020 04

## Re: Unilone Trade Company

Also when I track the package it has not been delivered as there is no-one there to receive it so don't know why they want it back when cannot be delivered

 **0 Kudos**

[Reply](#)




Felicitylemon  Contributor

Nov-19-2020 05

## Re: Unilone Trade Company

A phone call to PayPal sorted it out. Don't bother with the dispute center, speak to a person directly. They were very apologetic and I should get my refund within days. I told them about this thread and they assured me they'd be looking into it if a lot of people had been through similar so please keep responding to the thread and reporting it to PayPal. But don't give up!

 **1 Kudo**

[Reply](#)




krablais97  Contributor

Nov-19-2020 05

## Re: Unilone Trade Company

I just had the EXACT same thing happen to me! Ninja turtles dog shirt, not the litter box.

 **1 Kudo**

[Reply](#)



dianachripczuk  Contributor

Nov-20-2020 10

### Re: Unilone Trade Company

Yup, bought 4 brass monkey lamps, opened dispute once able as I had not received anything, original website went down, tracking details non-existent, new tracking was provided, then all of a sudden I receive a tiny wooden manequin, and an offer from "unilone" for me to return the darn thing at my own expense and THEY confirm with paypal receipt of my return then they will issue a refund.... LIKE PAYPAL ARE YOU FREAKING KIDDING ME?????

I have to pay up to return the thing, I've looked up the address provided for return and it's completely different to the original sender address AND on google maps it shows it to be in the middle of nowhere... unbelievable.

My whole transcript minus my personal contact details below for your viewing pleasure.

Case details

Seller information

Unilone Trade Company

<Removed>

Transaction amount

\$72.05 USD

<Removed>

Date reported

21 September 2020

Your notes

I tried to use the tracking number provided by the company via email and the websites do not exist. I have tried emailing the email provided and the email has bounced back saying that the domain dgetw.site couldn't be found. I have provided my order confirmation and the shipping confirmation and a screenshot of the bounced email seeking information on my order.

File

- Gmail - Shipped Monkey Lamps.pdf
- Gmail - Order confirmed Monkey Lamps.pdf
- Screen Shot 2020-09-21 at 4.26.34 pm.png

Additional information

Item issues

- Different

Refund requested

\$72.05 USD

Your responses

Date added

24 October 2020

Date added

24 October 2020

Date added

22 September 2020

Your notes

The seller had advised a new tracking number and website to track, a SMALL parcel with that tracking number was received today at 14hs. I had ordered 4 brass monkey lamps which would be at minimum 2 large boxes. What I received instead is a small wooden male manikin measuring 11.4cm as stated on it's box. I have taken an image of the sealed parcel, a video of me showing the tracking number and then proceeding to open the parcel and show it's contents, and a final image of the parcel label and the mini manikin. If there is an email address or somewhere that I can send these images as evidence. This is very deceitful from the 'seller'.

Information provided by the seller

Date

23 September 2020

Tracking information

- LZ253916298CN, China Post EMS

Your conversation with the seller

You

I tried to use the tracking number provided by the company via email and the websites do not exist. I have tried emailing the email provided and the email has bounced back saying that the domain dgetw.site couldn't be found. I have provided my order confirmation and

the shipping confirmation and a screenshot of the bounced email seeking information on my order.

21 September 2020 at 4:29:11 PM AEST

Dear Customer, Your package has been sent. You can enter the tracking number LZ253916298CN to check the express information through this link: <Removed> In general, the estimate time-frame of arrival is about 15-20 working days, and please allow some days to update. Your patience and understanding will be highly appreciated. If you have any questions or concerns, please feel free to contact us. Best regards

21 September 2020 at 8:16:31 PM AEST

You

I just received a small wooden male manikin 11.4cm tall, not the four monkey lamps that I ordered and paid US\$75 Not happy at all.

22 September 2020 at 4:24:47 PM AEST

You

I have taken photos and a video of me showing the tracking details and opening the small package to show it's contents as evidence of what you have sent is NOT what I have ordered. This is outright fraud on your behalf.

22 September 2020 at 4:28:05 PM AEST

 **2 Kudos**

Reply



Cat\_lady55  Contributor

Nov-20-2020 09

## Re: Unilone Trade Company

Hello All,

Same with me as well, I complained via paypal's messenger service and got this reply:

If it hasn't be done already, I can be sure to add another complaint for this company to show that people are not getting what they ordered and being given those fake tracking numbers.



As far as the case goes, on our side since the case was opened as though it wasn't done by you, that would be the reason why the case was closed. If we change the case to an item not as described, you are correct, we will most likely ask that the item be returned, however, we check the addresses on our end and if we notices its a fake address then we can still protect you. Worse case scenario is that we have you send back the item and we can show proof that it was sent to the address that we gave you and we get your funds back that way.

I understand that this can be frustrating in dealing with a company that doesn't seem to be on the up and up, but we are here to help and we have avenues in place to do that. With both of us working together, we can ensure that you can get a refund and that the company is reported.

-----

So in my case I will send the item back and should get a refund just with my proof of postage and I won't have to wait until the item is delivered because we are all assuming the return address is bogus. I lost \$115. It might cost me \$25 to post but I know now to be much more careful about where I buy things online so I'm okay with this.

 **0 Kudos**

[Reply](#)




susanrayner160  Contributor

Nov-20-2020 10

## Re: Unilone Trade Company

Please check if you can do PayPal return on us as PayPal will reimburse you for postage up to a certain amount, I don't know if that applies to your country but that's what I did and got return postage cost refunded by PayPal. I sent all required proof then sent an email to the company through PayPal showing return address and proof of postage as that seemed to send and the company emailed back to say I would get refund and I got it through PayPal a couple of days later,good luck

 **1 Kudo**

[Reply](#)



dianachripczuk  Contributor

Nov-21-2020 12

### Re: Unilone Trade Company

How do you do a PayPal return on us? What country are you in [@susanrayner160](#) ?

 **0 Kudos**

[Reply](#)



susanrayner160  Contributor

Nov-21-2020 12

### Re: Unilone Trade Company

I am in UK on the account summary there is an option to set it up if you search in the offers I just searched around and found it if it's available where you are it will be there somewhere

 **0 Kudos**

[Reply](#)



susanrayner160 Contributor

Nov-21-2020 12

### Re: Unilone Trade Company

If you don't find maybe use the chat service in help section as you get a reply from a real person when I got my refund they messaged to say join return shipping it's free but I had already done so

**0 Kudos**

[Reply](#)



susanrayner160 Contributor

Nov-21-2020 12

### Re: Unilone Trade Company

Also if you search on Google it is there I think that's where I first saw it

**0 Kudos**

[Reply](#)




jstlookin75 Member

Nov-21-2020 03

## Re: Unilone Trade Company

I ordered a cat litter box, also from Facebook ad on august 26th. Multiple emails requesting an update on the shipping. Finally received a package and it was a tiny dog shirt... probably worth a \$1. PayPal is offering me a refund if I send it back to the company with a tracking number. It will cost me MORE to send it back than it did to buy it. This company is a total scam and shame on PayPal for refusing to help their valued customers!! I'll never use PayPal to withdraw from my bank again and will only pay by credit card.

 **1 Kudo**

[Reply](#)




Ness7812  Member

Nov-21-2020 05

## Re: Unilone Trade Company

I bought a cat wheel climbing frame August 17th - Nothing has arrived, no tracking and no contact details available

 **1 Kudo**

[Reply](#)



macnmolly  Contributor

Nov-21-2020 06

## Re: Unilone Trade Company

File a complaint with Paypal, clicking on the item you ordered in your Paypal account.

There should be an e-mail address for the seller there. Send them a complaint, too, on the Paypal page to start a record of communications. I wrote them daily. They started making offers of returning a small amount of what you paid. Tell them no and keep complaining to them and Paypal. It took me awhile but I received my full refund from Paypal this month.

 **4 Kudos**

Reply



LS38 ★ Member

Nov-22-2020 03

## Re: Unilone Trade Company

Hi all I purchased an automatic football release machine from this company back in August for £35. The item has still never arrived. I contacted Paypal and they advised to contact the seller. I contacted the seller and was told the item takes within 15-20 working days for delivery and sent me a tracking number. I contacted paypal at nearly 40 days later. The tracking number said the item had been delivered to Belfast sorting Post Office nearly 18 days prior. There had been no item, no card through my door and no attempt to deliver. Unilone then blocked my emails, I was unable to contact them at all. I informed Paypal of all of this as they were now investigating the case. 2months later from initial contact with Paypal and Unilone. I have just received an email saying that Paypal has closed the case due to Unilone providing Paypal with sufficient evidence to suggest the item was sent. So that's it folks, even after all of these other cases on Paypal, which you think there would be a record of against Unilone. Even with all of that and clear evidence (blocking contact from the customer), Unilone has Paypal in it's back pocket. Extremely disappointed and peeved customer.

👍 **4 Kudos**

Reply



Amy99751 ★ Contributor

Nov-23-2020 05

### Re: Unilone Trade Company - tiny shirts 🗨️ 🖼️

Hi. The same thing happened to me. I ordered 2 large litter boxes and cat trees, etc. (16 items in total). I received a tiny pink cat/dog shirt!!!! I filled out a dispute and Paypal closed it because the tracking number says the package was delivered! Technically, I did receive a "package", but NOT what I ordered!!!

The tracking number provided to PayPal from Unilone

**<https://t.17track.net/en#nums=FEISZ1704382208YQ>**

is linked to the original tracking number (see bottom of 17track.net link)

**[https://tools.usps.com/go/TrackConfirmAction?tRef=fullpage\[Removed. Phone #s not permitted\]47000060...](https://tools.usps.com/go/TrackConfirmAction?tRef=fullpage[Removed. Phone #s not permitted]47000060...)**

At the very bottom of the USPS page, it lists the package as "Parcel Select Lightweight". Upon further investigation, Parcel Select Lightweight only covers packages with all pieces weighing less than 16 oz. There is no way all the items I ordered were less than 16 oz

PAYPAL needs to do the right thing and correct these disputes! 🗨️ **Unilone Trade Company**

🗨️ **Unilone Trade Company \*Scammers!!** 🗨️ **HELP PLEASE - Unilone Scam**

🗨️ **Unilone Trade Company**





*tiny shirt*

 **0 Kudos**

**Reply**



Slbuterbaugh ★ Contributor

Nov-23-2020 05

## Re: Unilone Trade Company

I had to call PayPal a few times. Then do chat, 4 months later I got my money back.



0 Kudos

Reply



alieneileen ★ Contributor

Nov-23-2020 05

## Re: Unilone Trade Company

I ordered a baby rocker which fair enough was at a price too good to be true but after contacting PayPal and the Unilone scamming company after receiving an item of clothing not worth £1, I was told if I returned the item that I received that PayPal would reimbursement my postage once I uploaded the tracking number and the scamming company would refund me. Due to my ongoing complaint from September I really did not have the energy to go to the post office and decided that I would lose the money I paid. What really annoys me is the fact that PayPal does not seem concerned at all that we have all been scammed and still allowing this company to stress us all out. I am going to see how I can have this company investigated as my fight has just begun.



0 Kudos

Reply





Janey6019 ★ Contributor

Nov-23-2020 08

### Re: Unilone Trade Company

Been waiting for ages for litter tray – nothing. Keep telling me to be patient. Now they want documents from police or government. What on earth!! Paupal not doing much. Email address no longer exists but litter tray still advertised under different name. I think it's a scam. Has anyone got money back?

 **0 Kudos**

[Reply](#)



Keevaweeva ★ Contributor

Nov-24-2020 03

### Re: Unilone Trade Company

I have finally convinced Paypal to close my case in my favour. I provided dimensions of the crow lamp and dimensions of the toothbrushes I received. I also included a link to this (currently 39 page) thread and requested that they cease business with this clearly criminal supplier!

Keep trying, provide as much information as you can and best of luck!

 **3 Kudos**

[Reply](#)



ahmedloonat ★ Member

Nov-24-2020 05

### Re: Unilone Trade Company

Its a scam.. I ordered 2 items in July and raised a dispute as I had not received either. Eventually I raised a dispute and they said they had tracking info of 2 items being delivered.

I havent recieved anything like the 2 items i ordered, but i did receive a piece of cloth in the post - and reading some of the messages below this could be what they sent.

 **0 Kudos**

[Reply](#)



alieneileen ★ Contributor

Nov-24-2020 08

### Re: Unilone Trade Company

Im absolutely dumb struck by some of the statements made in this forum regarding the Unilone Trading Company. I think we should all start a petition asking paypal not to allow payments to go to them. I haven't seen 1 person who actually got what they paid for. Also we should take our complaints to the various ombudsman where we all live. PayPal are a disgrace .

 **0 Kudos**[Reply](#)veness84  Contributor

Nov-26-2020 11

## Re: Unilone Trade Company

I purchased a cat box from this company in September, I contacted the company several times and was told it takes 20 working days and to please be patient. They provided me with a tracking number and I didn't think anymore of it. Several days later I received a parcel which contained a cat t-shirt (I say a cat t-shirt, it was a cheap, tacky piece of material that I wouldn't even put on my cat). Anyway, having noticed the same tracking order, it suddenly clicked that this was a scam and I opened a dispute against them in October. Originally having provided my evidence, they agreed to give me a refund providing I returned the item at a cost to myself. I wasn't satisfied with this outcome and made a complaint to PayPal as to how this case has been dealt with. I really did my research and included everything I could think of, I quoted PayPal's buyer protection "if your eligible purchase doesn't arrive, or doesn't match the seller's description, we can reimburse you". I also included a link to this thread and again asked for a refund, stating I had more than proved this was a scam and if I didn't receive my money, I would take the matter further. It was no longer about £20, it was the principle of the amount of people this company has scammed. Today I got my refund, PayPal sided with me, refunded the money and closed the case. Please don't give up hope and let these people get away with it. Do your research and quote their own words of buyers protection, add a link to this thread. It worked for me. Good luck.

 **3 Kudos**[Reply](#)BJ251  Contributor

Nov-26-2020 11

## Re: Unilone Trade Company

Lucky you for the refund. I too git a tacky animal t shirt instead of a cat cave. Paypal have not refunded me as they said the company showed them proof of delivery!! Ive lost confidence in Paypal and are angry this company is allowed to trade. Paypal, youve been duped like the rest of us. Shame on you!!!

 **2 Kudos**

Reply



Char20202020  Contributor

Nov-26-2020 11

## Re: Unilone Trade Company

Keep going and call paypal direct,I found talking to someone helped, after messages were taking too long! also with whatever you can report to Action Fraud, you never know if it will help others. I was duped thought I was covered via paypal, I'd never heard of this sort if scam before, where they send you random objects with a tracking number. I paid for 4 seperate things back in August, yesterday I received my last refund in my favour, it took time but I won with preservance. The more people report the more paypal can see a pattern. I hope you get your money back whoever has had this happen to them it's awful the whole experience isnt it. Horrid scammers

 **3 Kudos**

Reply



Redhead1019 ★ Member

Nov-27-2020 02

## Re: Unilone Trade Company

Same!!! I ordered a kitty litter box and got a cat sized tshirt with the words Follow Me. Clearly a scam and still fighting to either get the correct product or a full refund.

 **0 Kudos**

Reply



alieneileen ★ Contributor

Nov-27-2020 06

## Re: Unilone Trade Company

I did the same paypal took it up for me but then I still had to return the item at my expense in order to get the refund. After 3 months of aggravation I decided to bin the item and put it down to experience. I still believe that paypal should have intervened with this company and should flag up these company's on the website.

 **3 Kudos**

Reply




Vjfw30 ★ Member

Nov-28-2020 04

## Re: Unilone Trade Company

Hi I bought a dinosaur lamp for my son. It never showed up and the parcel tracking number did not exist. I opened a dispute with PayPal but because the so called company offered a so called number they have not refunded me despite this being a bogus company.

 **1 Kudo**

Reply



annekeire  Contributor

Nov-28-2020 05

## Re: Unilone Trade Company

What happened to me and many others is that after a long time, 2 months or so, a dodgy small parcel will arrive with something useless, from China. In my case, a bunch of toothbrushes. This is how they operate – by being able to give you and, more importantly, Paypal, a tracking nr, they can stall and stall and have a hint of legitimacy over their scamming business. You will have to keep up the pressure with paypal, and do mention that you and hundreds of others have been scammed by this company, as can be seen from the many long threads in this space, the paypal community. I paid 31 euros for two lamps back in August, and I am still in communication with Paypal who promise to sort it out .. don't give up.

 **1 Kudo**

Reply



annekeire  Contributor

Nov-28-2020 05

### Re: Unilone Trade Company

great to hear you got your money back eventually! gives me hope. I'm still waiting for it - paid in August

 **0 Kudos**

[Reply](#)



annekeire  Contributor

Nov-28-2020 05

### Re: Unilone Trade Company

Thanks and well done for persevering. Hoping to get the same outcome. Great tip about their buyer protection, will include that in my next communication if necessary

 **0 Kudos**

[Reply](#)



Sarah900  Contributor

Nov-30-2020 09

### Re: Unilone Trade Company

PayPal really \*\*bleep\*\* me off. I was forced to send my crap back to China at my own expense and I won't get a refund until it is received. Why are they not consistent with their responses and why are they still excepting payments for this dodgy company?

Tags (1)

Tags: PAYPAL GRRRR

 **2 Kudos**

[Reply](#)

< Previous page 1 ... 7 **8** 9 10 Next page >

[↑ Top](#)

Powered by  **Khoros**

[HELP & CONTACT](#)   [SECURITY](#)

©1999-2021 PayPal, Inc. All rights reserved.

[Privacy](#)   [Legal](#)   [Policy updates](#)