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# Unilone Trade Company

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EmilyMahalia ★ Contributor

Oct-21-2020 07:

## Re: Unilone Trade Company

it is a fraud! I placed my order on August 31st and on October 15th I received a small wooden stick, I wrote to them and they told me they were willing to refund 40%, that is, less than half!

 **0 Kudos**

Reply




Jones599  Contributor

Oct-21-2020 07:

## Re: Unilone Trade Company

I don't understand why PayPal has different requirements for different people. I got my refund and didn't have to send the bogus item back.

**Please** everyone who has been scammed by this company. Contact what ever organization in your country that deals with fraud. In the US it's the FBI, in Canada it's the RCMP - Canadian Anti-Fraud Centre (Phonebusters). Send a copy of your report to PayPal. **Get your money back!**

 **1 Kudo**

Reply




Jones599  Contributor

Oct-21-2020 07:

## Re: Unilone Trade Company

They did the same to me. Open a dispute with PayPal. Get all your money back. This company is a real scab and PayPal is a scab by association.

 **1 Kudo**

[Reply](#)



Jones599  Contributor

Oct-21-2020 08:

## Re: Unilone Trade Company

PayPal is making money with every purchase. If you don't get your money refunded PayPal is getting some of that money.  
It is a crime and might even be considered aiding and abetting as they also benefit from the crime.

 **0 Kudos**

[Reply](#)




leeanne1988  Member

Oct-22-2020 03:

## Re: Unilone Trade Company

Same.. We ordered 2 light fixtures. Never received a receipt or correct tracking info. The tracking number they have emailed me, is incorrect. They told me to wait so it

could be processed, but 7 weeks later, no light and the tracking info is still not working. In dispute with PayPal for 6 weeks now. They take a very long time to evaluate such a simple case..

 **1 Kudo**

Reply



Nlogannflo1  Contributor

Oct-22-2020 04:

### Re: Unilone Trade Company

When they send you a trinket, call PayPal to change your dispute to receiving an inaccurate item. They will have you file with a fraud agency as well. Send the proof you filed ( easy process) and then PayPal will get you a refund. You don't have to know all the info asked on the form , just as much as you know.

 **0 Kudos**

Reply



Bundola  Contributor

Oct-22-2020 11:

### Re: Unilone Trade Company

Bought an ice maker from them 14th August for nearly \$30.  
Early October they delivered me a screwdriver not even worth \$1.  
Asked me to post it back to China at my expense, obviously refused.

They offered rubbish discounts for me to keep the screwdriver.  
I do not want a bloody screwdriver, i ordered an ice cube maker!!  
100% scam and being allowed to operate via Paypal.

 **2 Kudos**

Reply



Peter250  Contributor

Oct-22-2020 11:

## Re: Unilone Trade Company

Hi all, Good news this morning, after reporting Unilone to the ICS and sending the report to Paypal, I got refunded the total amount. Thanks Paypal, it took a while but finally Justice Lets not forget that Paypal can ofcourse not check all vendors if they are scammers or not. These were tricky **\*\*bleep\*\***, sending these worthless item to get shipping confirmation. A wise lesson, lets be carefull were we shop, Also offcourse Facebook has a responsibility to check there advertisers and protect there members. I hope you will all be refunded. Peter

 **2 Kudos**

Reply



Superman2811  Contributor

Oct-22-2020 03:

## Re: Unilone Trade Company

I have also ordered one of their products and they have sent me some cheap crap. They offered first 40% refund and then 50% refund, which I refused, because they offered a full refund if I sent the product back. I have tried to get their address, but after I have ask for it 3 times, I can see that they have closed the mail account <removed>, so all mails will be blocked.

Has anybody got a refund? I don't think so.

It is scam and fraud.

 **2 Kudos**

Reply



Divelizard  Contributor

Oct-22-2020 04:

## Re: Unilone Trade Company

So I reported this to the Australian Competition and Consumer Commission (ACCC) to a division called Scam Watch, as PayPal asked me to report it to a Government Agency. I uploaded my report. Now they have asked me still to return the the stupid pet shirt I received, blind Freddy knows that, that tracking is never gonna confirm receipt, which is a condition of me receiving a refund. So please DTurpin, Jones599, and anybody else that has managed a refund, tell us how you got refunded without sending the crap back, what additional thing did you do?

 **2 Kudos**

Reply



Jasvukicevic ★ Contributor

Oct-22-2020 05:

### Re: Unilone Trade Company

Now they have new site cvsuw.top.

 **2 Kudos**

[Reply](#)



Jasvukicevic ★ Contributor

Oct-22-2020 05:

### Re: Unilone Trade Company

Its a scam. They will send you something useles and tell you that they cant give you refund

 **2 Kudos**

[Reply](#)



Becky7474 ★ Contributor

Oct-22-2020 10:

### Re: Unilone Trade Company

Anyone of u played money tree

 **0 Kudos**

Reply



DisputeDenied  Contributor

Oct-23-2020 06:

## Re: Unilone Trade Company

Same here. I was scammed by Unilone trading. I ordered a fertilizer maker last Aug. 20 and they gave me a tracking number. When I tracked it, it said not yet on the system. I filed a dispute to PayPal last Sept. 30 then Unilone send another tracking number to PayPal. When I got the package, it was a Swiss knife. Paypal denied and closed my case for reason the item was delivered. I use PayPal because I thought we, the buyer are protected. I know now.

 **2 Kudos**

Reply



Christine115  Contributor

Oct-23-2020 07:

## Re: Unilone Trade Company

I just refused their offer of 50% too. I asked where is my Black Crow Lamp ? They responded that that product was sold out, such BS. My question to the people who accepted their refunds, did you get the REFUND or is that a scam too ...



 **0 Kudos**

Reply



Shorty71  Contributor

Oct-23-2020 09:

## Re: Unilone Trade Company

I purchased a covered litter box on September 3,2020. It cost me \$40.85 Canadian including shipping.

Today, I received a yellow pet t-shirt with black trim with Bugs Bunny on it.

I am extremely annoyed. PayPal you need to step up and look after customers who have scammed by Unilone Trade Company.

I trusted Unilone only because PayPal had always been a trusted business to deal with but it has slipped drastically and I will not deal with them again!

 **0 Kudos**

Reply



Raelene47  Contributor

Oct-24-2020 02:

## Re: Unilone Trade Company

I begrudgingly accepted their 50% rather than loose all my money, and yes they did refund me! I am In two other disputes with two other companies and one I have never heard from again once I paid my money, the other have offered me a 60% refund that I again will end up excepting. It makes me sick to except these offers but if I don't I end up with nothing. I have tried going through PayPal and have heard nothing back. These crooks must all

operate in the same way unless it's the same company using different names. All of these were purchased through Facebook. Never ever will I be sucked into a purchase advertised on Facebook again. Be warned everyone! Starting to wonder who's the biggest crook!

 **2 Kudos**

Reply



IR84  Contributor

Oct-24-2020 08:

## Re: Unilone Trade Company

I got scammed myself by them recently this is a joke placed a dispute and paypal side with them "Unilone Trade Company" how is paypal still letting them use there services to scam more people.

 **0 Kudos**

Reply



DisputeDenied  Contributor

Oct-24-2020 08:

## Re: Unilone Trade Company

Indeed. Now I'm thinking of not using my PayPal anymore. I will just stick shopping to Amazon and use their Amazon store card.

 **1 Kudo**

[Reply](#)



carloberna  Contributor

Oct-24-2020 04:

### Re: Unilone Trade Company

I purchased 3 corner lamps on August 13, 2020, on September 13, 2020 I complained to Paypal, today, October 24th I was told that the complaint was closed in favor of the seller because the same sent the courier delivery receipt. I'VE NEVER RECEIVED !!!!!

 **0 Kudos**

[Reply](#)



arantxa7  Contributor

Oct-24-2020 06:

### Re: Unilone Trade Company

I have been stuffed too. they have the money and the goods. I cannot understand that PayPal doesn't have a "blacklist" cause so many people like we are in the same situation. besides, PayPal has given the reason to them. I can't trust to buy by this way

 **0 Kudos**

[Reply](#)



Stoshu ★ Member

Oct-24-2020 11:

### Re: Unilone Trade Company

Scam company, after filing a dispute, the company shipped me a cloth in a package and used that as the tracking number for the two lamps I ordered. Therefore my claim was denied because they had a tracking number that said delivered.



**0 Kudos**

Reply



Cat\_lady55 ★ Contributor

Oct-26-2020 02:

### Re: Unilone Trade Company

Hi Peter, was your dispute claim still active when you were refunded? Had you been denied yet? Thanks, Ursula



**0 Kudos**

Reply



Cat\_lady55 ★ Contributor

Oct-26-2020 02:

## Re: Unilone Trade Company

Hello fellow Aussie, What's the latest update from your case? I will do as you've suggested and contact the accc but I wonder why we have been asked to send the item back when other people have uploaded reports and not been asked to do the same?

Thanks, Ursula

 **1 Kudo**

Reply



Raelene47  Contributor

Oct-26-2020 04:

## Re: Unilone Trade Company

I ended up accepting the 50% refund they offered me, I thought at the time it was better than nothing. I also had two other disputes with two other companies that I was going through PayPal for a refund. Someone mentioned on this forum to try going through your bank. I'm very pleased to say I went to my bank and I have just had an email to say my money will be refunded in full on both transactions. So maybe people can also try going to their bank! Good luck everyone and don't ever buy through Facebook again, I know I won't!

 **0 Kudos**

Reply



Peter250  Contributor

Oct-26-2020 06:

## Re: Unilone Trade Company

Hi, Yes the dispute was still active. First I got offer for small refund. I refused that and explained Why. Then I was asked to make an claim at official government organisation. I did so at the ICS, very easy online report with copies of prove email etc etc. I send this report to Paypal and a View Days later I was refunded. The claim was still open until 29/10 when it was resolved.

 **0 Kudos**

Reply



D-Unit182 New Community Member

Oct-26-2020 07:

## Re: Unilone Trade Company

I too ordered 2x LED light stands from them for \$50USD and was shipped a tiny gym towel to which they respond to emails asking for extra money to ship it back before they reimburse me, and offer me things like 40% refund. Basically treat it like a game

 **0 Kudos**

Reply



Ptaah ★ Contributor

Oct-26-2020 10:

## Re: Unilone Trade Company

**Don't bother with PayPal, they are useless. CONTACT YOUR BANK DIRECTLY AND REPORT THAT TRANSACTION AS FRAUD.**

I did that on Thursday last week, today they close the case in my favor. Getting all of my money back, including shipping.

 **0 Kudos**

Reply



Raelene47  Contributor

Oct-26-2020 12:

## Re: Unilone Trade Company

I agree, go to your bank. I also got a full refund from my bank!

 **0 Kudos**

Reply



Sarah900  Contributor

Oct-27-2020 05:

## Re: Unilone Trade Company

I'm afraid it is a scam. You will receive some crap but it won't be what you ordered.

 **0 Kudos**

[Reply](#)



Sarah900  Contributor

Oct-27-2020 05:

### Re: Unilone Trade Company

I just lodged a claim through Paypal yesterday. They are going to contact the seller. What is the point? They have known for a long time it's a scam.

 **5 Kudos**

[Reply](#)



Slbuterbaugh  Contributor

Oct-27-2020 07:

### Re: Unilone Trade Company

They scammed me too

 **0 Kudos**

[Reply](#)





Slbuterbaugh ★ Contributor

Oct-27-2020 07:

### Re: Unilone Trade Company

I got the same thing .



0 Kudos

Reply



vanessalm 🌟 Contributor

Oct-28-2020 12:

### Re: Unilone Trade Company

yep I'm the latest in their scam ...ordered bird lamps.and got a stupid keyring tool two months later ...now they say they will refund only 50 percent for THEIR inconvenience . it's ridiculous I would never have bought off a facebook link except i thought paypal payment would make it "safe"



1 Kudo

Reply



vanessalm 🌟 Contributor

Oct-28-2020 12:

## Re: Unilone Trade Company

I had the identical experience ..ordered two bird lamps and got a keyring two months later. their response to you was exactly what I got .

 **0 Kudos**

[Reply](#)



gamma613  Contributor

Oct-28-2020 07:

## Re: Unilone Trade Company

PayPal marked my dispute as resolved, saying the order was received. I was finally able to get a tracking number – and based on the date, I realized that I received a package that day from China that contained a handfull of tooth brushes as opposed to the 3 lamps that I ordered! WTF

 **5 Kudos**

[Reply](#)




remixstore  Contributor

Oct-28-2020 09:

## Re: Unilone Trade Company

I was informed that if you have a Consumer account (not Business) you can apply for a \$30 shipping credit to return — at least here in the US. So no luck for me there. My refund claim was contingent I send the item back. Anyways, I wrote PayPal directly beyond the Resolution Center and they did offer me a credit voucher that covered the item in full which I have already used. It automatically applied at checkout. It was a great gesture and definitely appreciated but I'd rather they ban this seller.

 **1 Kudo**

Reply




steven\_t ★ Contributor

Oct-29-2020 06:

## Re: Unilone Trade Company

Looks like they got me too. Advertised a cute resin Dinosaur lamp on instagram, i clicked through and bought it. Over a month later I get 8 toothbrushes & the order's tracking info says it's "complete"

Embarassing for me but also for instagram/paypal for allowing this too. Again, not much money but enough that I'd rather get back.

 **1 Kudo**

Reply



Amali2453 ★ Contributor

Oct-29-2020 07:

## Re: Unilone Trade Company

I bought handmade cat beds and this rip off company eventually sent me something so cheap and completely unrelated to cat beds and then PayPal said I had to return it to China (from australia) and provide a tracking number, which would have cost a further fortune, so they closed the dispute case that I had raised. Given there are over 200 reports here about this company, you would think PayPal would realise they are fraudulent and approve my case and take the funds back from them.

 **0 Kudos**

[Reply](#)




vanessalm  Contributor

Oct-29-2020 08:

## Re: Unilone Trade Company

I have never bought anything from a facebook advert before but thought I would be sage using paypal . Honestly I think it's time to stop using PayPal ... buyers protection is no longer a thing obviously

 **1 Kudo**

[Reply](#)



Divelizard  Contributor

Oct-29-2020 08:

## Re: Unilone Trade Company

I rang PayPal to ask this question and to say it was a scam and that PayPal are assisting them by not banning them from using the platform to collect money. I was told that the two companies that I have disputes with, Unilone and Gennionline are both under investigation for their business practices. However in response as to why some people are being asked to ship back and others not, the agent says its all to do with whoever handles your case and what conditions they place on the claim. I have access to PayPal refunded returns so I will be refunded for the \$25 that its going to cost to ship this stupid pet shirt back to China, its PayPals money, not mine, there is quite a bit of effort involved, which basically stretches out the period in which they have to refund you, thats the only benefit I can see for them. I will have to wait 2-3 months for it to be delivered or the tracking to get lost, before PayPal may consider my claim in my favour. Anyway lesson learnt, don't buy anything off Facebook or Instagram, unless you can verify the seller is real. PayPal purchase protection means nothing and they will fight you tooth and nail before they pay a claim. I did also file claims with my credit card company and they are running a parallel investigation, so perhaps they will be able refund me without the hoop jumping that PayPal are putting me through. Unfortunately I can't say I won't be using PayPal again, because it is just too convenient, but I know now that they don't have my back as they say they do!

 **0 Kudos**

Reply



34ra ★ Contributor

Oct-29-2020 12:

## Re: Unilone Trade Company

My PayPal case was resolved too. Not in my favour. Saying I received the goods. I explained PayPal that I received some cheap baby clothing, it's not what I ordered. Seemingly, they don't even care to investigate further. Such a shame. I contacted my

bank today and filled in fraud and scam form. Hopefully I can get money back this way. I just can't believe PayPal resolved the case not in my favour. I'm not some sort of liar.

 **5 Kudos**

Reply



Zibbles  Member

Oct-29-2020 01:

## Re: Unilone Trade Company

I ordered a few lamps and a little piano thing amounting to €42.07 This was on the 24th August. Today; a tube of several toothbrushes have arived. Clearly a scam. Will be contacting my bank and not using paypal again. Terrible customer service after trying for weeks to tell them this is a scam, and them let them string me along!

 **0 Kudos**

Reply



claincz  Contributor

Oct-29-2020 01:

## Re: Unilone Trade Company

Just adding to the growing list here. I bought a specialty Halloween type mask through PayPal from this company, using my credit card, rather than a PayPal account, but still handled by PayPal back in early August. Well over the time frame for shipping 4-6 weeks and after sending multiple messages to PayPal, eventually a tracking number appeared,

but it was still weeks until it showed as arriving in the US and more weeks until a package arrived at my house. They sent me a dirt cheap pair of sunglasses and nothing like what I ordered. More complaints were sent to PayPal who provided the instructions for returning the item. The address provided both in Chinese characters and English looks very dodgy and Google maps can't find it. Moreover, after complaining to PayPal about being asked to cover the return shipping costs, they explained that is their policy and they would ask the firm to cover the charges, but it is up to them. There is also a place to request PayPal to cover up to \$30 in return shipping. I am looking into that, but the initial issue is that the way it is set up, it looks for PayPal account transactions which this was not. So I can't apply via their on-line system. I am awaiting instructions.

In any case, it's clear that Unilone Trading company is fraudulent and PayPal bears responsibility for continuing to represent such a firm in its transactions. **If anyone has initiated a class action lawsuit against Paypay, please let me know in the comments below.**

 **0 Kudos**

Reply




claincz  Contributor

Oct-29-2020 01:

## Re: Unilone Trade Company

Against PayPal, I meant obviously. Please pardon the typo.

 **1 Kudo**

Reply



Starves28 ★ Contributor

Oct-29-2020 01:

### Re: Unilone Trade Company

After arguing back and forth with this company and then with PayPal I rang up PayPal customer services yesterday. I was told that I would receive a full refund within 4-5 days. Ring them. It took about 3 mins for them to make the decision.



0 Kudos

Reply



Starves28 ★ Contributor

Oct-29-2020 02:

### Re: Unilone Trade Company

Actually call PayPal customer services. I did and got an answer almost immediately. Full refund.



2 Kudos

Reply



Karoche1 ★ Contributor

Oct-29-2020 04:



## Re: Unilone Trade Company

This is a scam website. I ordered 2 items. 2 months later I got a keychain I didn't order. They started out saying if I paid to return it they'd give me a 40% refund. Good them up to 100% refund but still have to return to China. If I was dumb enough to do it I'm sure I'd never see the refund. PayPal is investigating.

 **0 Kudos**

Reply



agnesdzikowska  Member

Oct-29-2020 04:

## Re: Unilone Trade Company

My order was placed 17th of Aug, and they have also used the same card to say it has been delayed...blah blah blah

What I have received today is both making me laugh and REALLY ANGRY. They sent me a cheap infant t-shirt with 'diva' print on it (not joking).

Do you want to know what I have ordered? Two wool cat beds/caves for my kitties.

Very funny Unilone Trade Company!!!!

 **2 Kudos**

Reply

Divelizard  Contributor

Oct-30-2020 03:

## Re: Unilone Trade Company

Its a pet shirt, I got one saying "my cherry" and another saying "killer", for my two orders, which were for wall mountable cat climbing shelves, ladders and stairs.

Guess what Paypal are going to give you an unholy run around to make a successful claim, they will probably make you send your pet shirt back to China and you will have to make a an online mail fraud report, to whatever government agency handles that in your country.


I'm in Australia and we don't have any type of mail fraud investigation agency, I reported mine to the Australian Competition and Consumer Commission (ACCC) a division called Scam Watch, but apparently that is not acceptable because I need a printed report on a letterhead, with a reference number and you only get a reference number with Scam Watch. They are now asking me to get a Statutory Declaration saying that what I received is different to what I ordered, as photos of packages with related tracking numbers, screenshots of the website before it was closed and itemized descriptive Paypal invoices are not enough evidence.

Good luck with your claim, there are only a few people that have been refunded, there are hundreds of others that have either quit in frustration or accepted a 40 - 50% refund.

I have filed concurrent claims with my credit card provider, in the hope that they would put pressure on Paypal to resolve in my favor , but so far I'm still fighting its been 3 weeks and today I'm going to ship one of the pet shirts back to an address in China {which by the way is different to the address on the original package) at Paypals request and wait up to another 60 days for it to arrive or get lost, its going to cost \$25AUD, but I am covered by Paypal Refunded Returns, so that will be reimbursed.

Maybe I'll wipe my butt with it before I post it!!

There are others on here that have called Paypal and got refunded without shipping back to China, but I have called twice and outlined the stupidity of the request, but they are standing firm on asking for the shirt to be returned, they state that they must stick to the letter of Corporations Law and abide by requests of their sellers. As if some dodgy Chinese Scammers are going to take a Monolith Company like Paypal to International Business Court (if such a thing exists) - yeah not gonna happen!!

 **1 Kudo**

[Reply](#)

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