

SUMMARY

ACTIVITY

WALLET

HELP

COMMUNITY

PayPal
Community

> Help
Community

> Disputes and
Limitations

> Unilone Trade Company

Search all content

cancel

Ask the Community

Help the Community

Options

Unilone Trade Company

All forum topics < Previous Topic Next Topic >



MichelleKaplan ★ Contributor

Oct-30-2020 04:

Re: Unilone Trade Company

I've been going around and around in circles for weeks with 2 PayPal claims. Yesterday I finally received 2 emails from PayPal saying that both sellers had agreed to refunding me once they receive the items back & that the cost of return postage was my responsibility.

After phoning PayPal Australia & jumping through their millions on hoops before finally being put on hold for God knows how long to speak to a real person (who I could hardly understand because of the Indian accent), and then who put me on hold again for what seemed an eternity whilst he compiled an email to me outlining how I am to make a claim for return shipment payment.

Armed with the cheap as chips (but cost a fortune) crap purchased items, the return address (which are a gazillion miles long), I will head to the post office tomorrow to finally be rid of the crap out of my house and then to return home and jump through all the PayPal hoops again to put the return postage claims in in the hope that all goes well and I get my full refunds.

PayPal has really become a nightmare to deal with.

Tags (4)

Tags: PAYPAL RIP OFF SCAM UNILONE

 **0 Kudos**

[Reply](#)



Terri_CR ★ Contributor

Oct-30-2020 06:

Re: Unilone Trade Company

I ordered a cat bed and got a baby onsie....Unilone told me to get rid of it because returning it is a HUGE hassle and NOW they want it back to get a full refund?? If they

are this bad with sooooo many complaints WHY is PayPal letting purchases go through??

 **2 Kudos**

Reply




Lakey91  Contributor

Oct-30-2020 09:

Re: Unilone Trade Company

2 and a half months after I placed my order for a lamp, my package finally got delivered yesterday - a cheap gym towel (these literally sell for £0.80p on Amazon). Rather than wait any longer for the dispute, I just called PayPal and they are issuing full refund.

I was on the phone for less than 5 minutes and the only questions they asked me were my name and what I had received instead of the item I'd ordered. They also said they will be limiting the sellers account while they investigate fraud - something tells me it's not going to stop these guys but you never know!

 **1 Kudo**

Reply



Mother_of_cats  Contributor

Oct-30-2020 10:

Re: Unilone Trade Company

I ordered 3 cat beds some 97 usd off a Facebook advert and this morning received a small green t shirt baby size printed with the words.... Expect nothing..... Which is outrageous!!! PayPal on it 10 days to reply then they will be restricted already under investigation, anyone else want to take this to watchdog keep your packaging and **bleep**e items for evidence x China items can now do one in our house.

Tags (4)

Tags: CHINA SCAM FACEBOOK SCAM CHINA UNILONE VALUE OF NOTHING SENT

 **0 Kudos**

Reply



Mother_of_cats  Contributor

Oct-30-2020 10:

Re: Unilone Trade Company

I have sent my pictures and info on these China fraudsters to watchdog, please find their Facebook page, send pictures, explain your circumstances and let's rip this China scam wide open xx BBC watchdog Facebook and message attaching pictures mentioning Unilone and where the advert was, what was ordered and pictures of ordered and received item, please do this there is power in numbers x

 **0 Kudos**

Reply




Divelizard  Contributor

Oct-30-2020 11:

Re: Unilone Trade Company

Lucky you, they are making dozens of others return worthless items to China and jump through other hoops, make Statutory Declarations that they did not receive what they purchased, basically giving many others a very hard time. I've rang customer service twice to plead the stupidity of their requests, but they are sticking to the fact that they want me to return a tiny pet shirt to China, which I have done at Paypals cost of \$25.00!

 **1 Kudo**

Reply



jazzada ★ Contributor

Oct-30-2020 04:

Re: Unilone Trade Company

I finally got reimbursed by Paypal, but had to file a report to the government agency etc. and a bunch back and forth proof emails.


Suggestion: KEEP the original package with the return address etc. You don't have to send back to China o whatever , the return address is a Local Company in CA (at least mine) named Ruan.

I sent a pics of the package with all the infos and the pic of the little dog /cat napkin/shirt that was inside,

I still don't understand why Paypal doesn't block ALL the transaction from this company.

Anyway don't let this scammer keep your money !

Good Luck all

 **1 Kudo**

Reply



ceg2029 Contributor

Oct-31-2020 02:

Re: Unilone Trade Company

SAME EXACT THING! I ordered a cat cave and got cheap baby clothing! I paid with PayPal credit, but used my debit as payment. Going to check with them and file a complaint with ice.gov.

2 Kudos

[Reply](#)



ceg2029 Contributor

Oct-31-2020 02:

Re: Unilone Trade Company

SAME EXACT THING! Ordered a cat bed, got a onesie. He wants me to return it at my cost or give me 40% off. Filing a complaint through ics.gov and I'm going to check with synchrony bank as it was PayPal credit. I used PayPal but paid through my credit card.

0 Kudos

[Reply](#)



Tiedandhung Contributor

Oct-31-2020 03:

Re: Unilone Trade Company

Me too! I ordered two cat beds and they sent name a random dog T-shirt. Didn't even know who the dog T-shirt was from and knew I hadn't ordered it. Figured it out from matching the new tracking they gave me and PayPal denied my case because the seller provided tracking. Seller offered 40% off which would make the \$1 do T-shirt \$20+ or have me return it which would cost \$40+. Scammer!

 **10 Kudos**

[Reply](#)



ceg2029  Contributor

Oct-31-2020 03:

Re: Unilone Trade Company

Can everyone respond with the website or email from the company? As obviously they're changing it as they go along. I ordered from crfle.top I ordered a starry night cat cave and received a cheap piece of baby clothing. Thank you for responding.

 **0 Kudos**

[Reply](#)



ceg2029  Contributor

Oct-31-2020 04:

Re: Unilone Trade Company

Correction ice.gov (stupid auto correct.)

 **0 Kudos**

Reply



ceg2029  Contributor

Oct-31-2020 04:

Re: Unilone Trade Company

AGAIN! i3c.com!

 **0 Kudos**

Reply



Peter250  Contributor

Nov-01-2020 09

Re: Unilone Trade Company

They have a new site:

<https://welnmc.com/>

There just continuing under a new name again

 **0 Kudos**

Reply



Beyondangry1  Contributor

Nov-02-2020 12

Re: Unilone Trade Company

I ordered3! I constantly emailed them and was lied to over and over. I also received a doll sized piece of clothing in an envelope and didn't realize why I got it until yesterday when the tracking number matched. Not only that all tracking was believable and after 70 days this stupid item was mailed from a city just 4-5 miles away. I'd like to sue these **bleep** and I want my money back now!! PayPal is supposedly working on it. This is total BS! Karma Covid !

 **8 Kudos**

Reply



Yaaamean  Contributor

Nov-02-2020 04

Re: Unilone Trade Company

OMG ME TOO! A lime green tee shirt for a chihuahua that says "Lil angel". This is BS WHY ISNT PAYPAL BANNING THEM! I too order cat beds and shelves totaling almost \$30 bucks I knew something was wrong (\$3 for a cat bed) but what the heck it's via

PayPal so I'll be protected... WRONG! I ordered in August here it is November 1 . It wasn't until I msged PayPal and opens a claim they finally sent a tracking number, a tracking number to a cheap **bleep** t shirt . They are quick to respond and to send you a kind email on how sorry they are , and the shipping label , blah blah bs.. PAYPAL DO YOUR JOB SHUT THESE FRAUD COMPANIES DOWN!!!

Tags (1)

Tags: PAYPAL

 **8 Kudos**

[Reply](#)



SteveCasino  Contributor

Nov-02-2020 05

Re: Unilone Trade Company

I got my refund from Paypal today after calling them.
I'll also get a refund for shipping the silly pet Tshirt back.

Before all this, I raised the case in the resolution center, Escalated to their local executives and raised a case with AAAC Scamwatch.

The lady I spoke to on the phone was very helpful and assured me that they will look into this.

 **5 Kudos**

[Reply](#)



TokyoMofo ★ Member

Nov-02-2020 03

Re: Unilone Trade Company

Happened to me too 😞 PayPal not doing anything to help as there was a tracking number and I cannot reopen the case. I ordered the crow lamp and got sent a penknife.

👍 **0 Kudos**

Reply



MarchAllYear ★ Contributor

Nov-02-2020 04

Re: Unilone Trade Company

Sorry to say, but this is TOTALY SCAM. I got a stupid 3 inches wood useless tricket instead. Now they are saying my option is to send it back to China (\$\$\$) or get a 50% refund. SCAM artists !

👍 **0 Kudos**

Reply




MarchAllYear ★ Contributor

Nov-02-2020 04

Re: Unilone Trade Company

I got a stupid 3 inches wood useless tricket instead. Now they are saying my option is to send it back to China (\$\$\$) or get a 50% refund. SCAM artists !

 **1 Kudo**

Reply




Jmhertzler ★ Contributor

Nov-02-2020 06

Re: Unilone Trade Company

I did a claim and mine was denied that they proved they sent it with a tracking listing. The tracking was not for what I ordered but \$43 for some small pet shirt I didn't order. PayPal will not stand behind the order and no one from unilone has contacted me at all.

 **1 Kudo**

Reply



Yaaamean ★ Contributor

Nov-02-2020 09

Re: Unilone Trade Company

I see you went higher up to pole to get results. Thank you I think I'll have to do this as wel

 **1 Kudo**

Reply



Stella04  Contributor

Nov-02-2020 10

Unilone Trade Company

I ordered a cat cave pet from unilone on Aug 15/2020 . I patiently waited and contacted the company in Oct,no reply . They seemed to disappear online and I noticed a different company name selling the exact same thing , same price. I put a dispute in with PayPal and they just got back to me saying the dispute was denied because the people at unilone confirmed it was delivered . Then I remember a couple of weeks ago I get this strange little envelope from china , no company name on it and I couldn't figure out where it came from , the contents were a pet t-shirt . I have a cat and did not order this. When PayPal denied my dispute because unilone said my parcel was delivered , I put it together , they sent the cheap pet t-shirt but did not send what I had ordered . This pet t-shirt has cost me 35 bucks and its worth maybe a dollar . I can't even use it , do you think a 16 lb cat wants to wear a pet t-shirt? This company is nothing but a con , a scam and I am disappointed PayPal does not deal with them!

 **0 Kudos**

Reply



ceg2029  Contributor

Nov-02-2020 10

Re: Unilone Trade Company

I just filed a i3c.gov (United States Internet Complaint).

I also am still engaging Unilone Trade Co. to get more information. *Maybe* it paid off...address to follow. (one * between letters; two ** between words..hopefully, it won't be removed.)


<removed>

<removed>

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 **1 Kudo**

[Reply](#)



trekrjill  Contributor

Nov-02-2020 11

Re: Unilone Trade Company

Mid August I ordered 3 (THREE) Cat Caves. Big cave like structures for cats to play inside of. After many months of back and forth emails and them refusing to refund me, today I get a small envelope that has the appropriate tracking number. What I received was ONE very small cat t-shirt. It won't even fit my smallest cat. SCAM of a company!!!

 **0 Kudos**

[Reply](#)



Divelizard  Contributor

Nov-02-2020 11

Re: Unilone Trade Company

I finally got my refund on the 30th from ZeaQikstore, which are selling identical cat tree components. I also rang PayPal twice before I shipped the stupid shirt back to China, as it was going to be PayPal money I was spending not mine, I've been approved for that money as well. I'm still fighting for the Unilone money, I was told ACCC Scam Watch was not sufficient by PayPal Rep so I submitted a Stat Dec as my report, to say that the item I received was not what I ordered, as pictures were not enough for them, waiting to see if I have to waste more money sending another piece of crap back to China to get refunded for this one. Cross your fingers for me!

 **1 Kudo**

Reply



SigynDeus ★ Contributor

Nov-03-2020 11

Re: Unilone Trade Company

So.. I was reading this thread more or less regularly as I got scammed by the same company, too. The page I ordered from was cvsuw.top (still online!)- they have a new "stock" now so be careful as they seem to change that as well. For me they also sent a package with some worthless piece of cloth in it. After that I contacted PayPal again and they changed my case from "Not received" to "Wrong item". About a week later PayPal finally came to a decision about my case and I am getting a full refund. I included this thread for them to see how many of us are having issues with this company. Maybe this helped - I don't know.

For future use: Always check whether Instagram, Facebook and whatnot has an actual page behind the link. A real business will not display an icon of social media they do not use.

Don't give up. Wait them out. Good luck to everyone!

 **0 Kudos**

[Reply](#)



JT73  Contributor

Nov-03-2020 09

Re: Unilone Trade Company

I received a tube of toothbrushes too!

 **0 Kudos**

[Reply](#)



JT73  Contributor

Nov-03-2020 09

Re: Unilone Trade Company

I ordered an ice maker and after months, i received a tube of toothbrushes- now ive been asked to return them to china - ive posed the questions to paypal - who is paying???? Scammed!!! There are 28pages of complaints on here!!

 **2 Kudos**

[Reply](#)



Stella04 ★ Contributor

Nov-03-2020 09

Re: Unilone Trade Company

Has anyone called paypal about this ?

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

VonWhit ★ Contributor

Nov-03-2020 10

Re: Unilone Trade Company 🔗

I have also been scammed by Unilone Trade Company.

I have definitely not received the item (4 months now) but the company has provided PayPal with false shipping tracking information which did not exist when I tried to contact Unilone directly back in September. I have checked the shipping link and it claims to have been delivered in September, but it was not received. I have received many parcels this year to my home address - not this one. They have definitely set up some scam postal information. I note that this company (Unilone) is a known scammer organisation that has been reported to PayPal many times before.

Their website doesn't exist. They have 'popped up' on Facebook again selling something else now. Their facebook page is empty of other products - which a Facebook shop would usually have:

<https://www.facebook.com/pages/category/Website/Unilone-106236654228010/>

This company disappears after each sales event and then phoenixes later with a new product.

PayPal has a long history on this page of people having reported being scammed. However they have denied my claim for reimbursement because of the false postal tracking information the company sent them. Consequently, many more PayPal customers will also be scammed because Unilone can hide behind PayPal protection and collect money for no products.

 **0 Kudos**

[Reply](#)




baxtersmall ★ Contributor

Nov-04-2020 11

Re: Unilone Trade Company

I ordered two lamps from them. MONTHS later I received a package from them that was literally a rag. They've told paypal they will give me a 15% discount if I send it back. Paypal is giving me the complete runaround trying to deal with this. Unilone is saying they won't talk with me if I've opened a dispute with Paypal. I can't believe Paypal is letting them get away with this when so so many people are being scammed.

 **1 Kudo**

[Reply](#)



Huornpollen ★ Contributor

Nov-04-2020 11

Re: Unilone Trade Company

I ordered a crow lamp and monkey lamp in August and have received nothing. I'm trying to figure out how to get my money back but I have no clue who to even talk to.

 **0 Kudos**

Reply



nzphilip  Member

Nov-04-2020 11

Re: Unilone Trade Company

Unilone Trade is a scam!!!

 **1 Kudo**

Reply



nzphilip  Member

Nov-04-2020 11

Re: Unilone Trade Company. I had the exact same experience. I want my money back.

I wanted my money back too but in order to get it PayPal says I have to send back the lousy cheap crap that they sent me in place of my actual order and it's going to cost me nearly as much as what I originally spent fraudulent company PayPal shouldn't even allow orders to come through with them

 **0 Kudos**

Reply



Divelizard  Contributor

Nov-04-2020 11

Re: Unilone Trade Company. I had the exact same experience. I want my money back.

Yes, do you not have PayPal Refunded Returns? Activate it and you are covered for 8 returns a year, they pay you back the shipping. I returned my pet shirt to China, it cost nearly \$25AUD and they paid me back and also refunded me for the value of my dispute.

 **1 Kudo**

Reply



VonWhit  Contributor

Nov-05-2020 12

Re: Unilone Trade Company

I have not phoned PayPal. I have put in a claim that has been denied because Unilone sent PayPal a fake tracking number. From the other messages on here I am expecting to get some ****bleep**** parcel with that tracking number on it in the post sometime. I won't be posting it back... PayPal does not seem to do any investigation into the legitimacy of the company. Facebook also does not verify companies are not dodgy... nor do the selling platforms who host the dodgy company. It is a scammer's paradise.

 **0 Kudos**

Reply



VonWhit  Contributor

Nov-05-2020 12

Re: Unilone Trade Company

Reading other people's posts – you may get a tracking number for some parcel they have sent. People have received items such as rags, toothbrushes etc from Unilone. That way they can provide PayPal with a tracking number, which seems to automatically get the case for a refund closed.

 **0 Kudos**

Reply



VonWhit  Contributor

Nov-05-2020 12

Re: Unilone Trade Company. I had the exact same experience. I want my money back.

Seriously? I haven't got that far yet. I can't wait to see what crap they send me. My tracking number is now with Australia Post, so something is on its way – and I bet it is not the lamps I ordered.

I am inclined to send and crap parcel back – noting of course that this is an annoyance and cost. But, I am ****bleep**** off and want to see if PayPal will honour its policies.

 **0 Kudos**[Reply](#)**baxtersmall** ★ Contributor

Nov-05-2020 12

Re: Unilone Trade Company

I contacted paypal on the phone. The help center automatically strips their service number out if. I put it in here as a standard phone number but it is eight eight eight two two one one one six one. It took some weird menu options to finally get to talk with someone, I eventually just kept saying to the machine "speak with a representative" until I finally got put in a hold queue. The hold queue was 45 mins long, but I finally got to talk with someone! They initially tried to brush it ooff and tell me to wait, I think just reading some standard text that they have scripted out. However, once I got to explain the situation she escalated it to the back office, who had me take a photo of the rag I was sent (I ordered two lamps), and then based on that they are finally resolving the case. in my favor and refunding me! It's been literally months since this all began. Anyone else in this thread, just call paypal or else the unilone scammers seem to have been able to figure out how to keep their system confused enough that you'll never get your money back.

 **2 Kudos**[Reply](#)**Subiwan** New Community Member

Nov-05-2020 01

Re: Unilone Trade Company

Yes, indeed a scam site, I purchased two cat caves as did others so I found out, received a crappy dog outfit. I wish there was some way of finding the scam culprits and getting them prosecuted

 **0 Kudos**

Reply



Cforzano71  Contributor

Nov-05-2020 03

Re: Unilone Trade Company

I ordered a cat bed. The other week I got a dog shirt. I had no idea where it came from. There wasn't a packing slip or anything letting me know where it came from. I no longer have the package it came in. Guess I'm out the money.

 **0 Kudos**

Reply



VonWhit  Contributor

Nov-05-2020 03

Re: Unilone Trade Company

Thank you for that feedback. I am glad PayPal will be refunding your money.

I am pretty stubborn... I will give it a try too.

 **0 Kudos**

Reply



macnmolly ★ Contributor

Nov-05-2020 04

Fraud

Ordered a cat cave from Unilone on facebook. They sent a small, empty plastic mailing envelope so they could have a record of something being delivered. They say I have to return the item I ordered to get a refund which will not include a refund for postage spent. When I write them to day I never received the cat cave, they tell me that it was delivered. That's their scam. They mail you a piece of junk or an empty envelope to have a receipt that they filled the order, but it is a scam. I don't understand why Paypal works with them. Still waiting weeks for Paypal to do something. It may be time to file a complaint with the post office for mail fraud, abetted by Paypal.

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


VonWhit ★ Contributor

Nov-05-2020 05

Re: Unilone Trade Company

Which government site did you complain to?

I am in Australia and am thinking of making a complaint. I have lodge this with an investigative TV program too - if nothing else it is topical coming up to Xmas and I'd like other people not to be scammed.

 **1 Kudo**

Reply



SteveCasino  Contributor

Nov-05-2020 05

Re: Unilone Trade Company

VonWhit, I raised a case with the AAAC's scamwatch. I also emailed auexecutiveescalations at paypal dot com I already got refunded but im not stopping until these scammers are shut.

 **2 Kudos**

Reply




carriejo  Contributor

Nov-05-2020 12

Re: Unilone Trade Company

This company sucks. I waited for 2 months for my purchase, only to receive a completely different item! I bought a cat bed and instead received a tiny pink t-shirt saying Diva on it. Then they tell me they can offer me a 40% discount if I keep the item, or a full refund if I pay the US\$10 to return the item. My returning the item only racks up my losses for buying from this sham of a company. DO NOT BUY FROM THEIS COMPANY!!

 **1 Kudo**

Reply



carriejo Contributor

Nov-05-2020 12

Re: Unilone Trade Company

The exact same thing happened to me!! I bought a cat bed and instead got a small dog t-shirt - pink with the word DIVA on it. The same mistake wouldn't happen twice...its a scam!

1 Kudo

[Reply](#)



vanessalm Contributor

Nov-06-2020 07

Re: Unilone Trade Company

customer service was useless and told me to email

0 Kudos

[Reply](#)



ThePlanP Contributor

Nov-06-2020 12

Unilone Trade Company is a fraud and PayPal knows it and is ignoring the facts,

I'm entering a public awareness campaign and a public lawsuit against PayPal and it's practises for giving safe haven to companies like Unilone. You should be ashamed.

 **6 Kudos**

[Reply](#)

< Previous page 1 ... 5 **6** 7 ... 10 Next page >

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