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Pukumahi Contributor

Oct-14-2020 07:

Re: Unilone Trade Company

Wont use Oay Pal again.

 **1 Kudo**

[Reply](#)



Pukumahi  Contributor

Oct-14-2020 07:

Re: Unilone Trade Company -- Advice for Australians

Also cc Chinese Embassy in your emails. That puts the wind up them.

 **2 Kudos**

[Reply](#)



temp20201023  Contributor

Oct-14-2020 10:

Re: Unilone Trade Company

Open

 **0 Kudos**[Reply](#)Miko1404  Contributor

Oct-14-2020 05:

Re: Unilone Trade Company

Update to my missing monkey lamp, delivered toothbrushes. Final offer from them USD15, or I send the toothbrushes back at my cost and get a full refund of USD22.05

when I turned this offer down they replied

“

Dear customer,

If you want a full refund, please send us the goods, and the shipping fees needs to be covered by you.

We will refund you after we receive it.

We suggest that you accept our offer of refund.

Im stopping the conversations with them and will wait for PayPal.

This forum has been very useful, thanks

Thank you.

 **2 Kudos**[Reply](#)jazzada  Contributor


Oct-14-2020 10:

Re: Unilone Trade Company

Ordered a huts for my cat on Aug 15.....today I received a shirt for my cat/dog. (probably worth 50cents)

The company website <https://www.fgmgd.site/>. doesn't exist anymore and the email the same.

I filed a report on paypal.....we'll see.....more and more scamming website

 **1 Kudo**

Reply



Raelene47  Contributor

Oct-14-2020 10:

Re: Unilone Trade Company

I was offered a 40% refund and I declined the offer telling the scammers I wanted 100% refund. In the end I very reluctantly accepted a 50% refund. I just figured that was better than nothing. It made me sick to my stomach to take their lousy offer but had I not I would have lost all my money. I feel very disappointed in PayPal, and Facebook are a disgrace. I have made other purchases from Facebook ads and am having trouble with them too. I have learnt a very expensive lesson from these dealings and I will never buy anything advertised on Facebook again. Their morals are as bad as the scammers. PayPal have also lost my respect.

 **3 Kudos**

Reply



Phooeygirl  Contributor

Oct-15-2020 01:

Re: Unilone Trade Company

I agree 100% They company is quick to respond...they offered a 40% refund for their crappy product I didn't order. Or I can return the time for a refund. I hope I get all my money back. But lesson learned, I will never order another item through FB market place.

 **10 Kudos**

[Reply](#)



Angel9894  Contributor

Oct-15-2020 04:

Re: Unilone Trade Company

I ordered an inverted yoga stand from an ad either on Facebook or Instagram. I received an order confirmation but never received any tracking number. The website no longer exists. This company is clearly a fraud and Facebook should bear all responsibility for allowing an unvetted company advertise on their platform and defraud all of us. I hope and expect that PayPal will refund all of us who never received what we ordered.

 **2 Kudos**

[Reply](#)




Gmccance  Contributor

Oct-15-2020 06:

Re: Unilone Trade Company

100% agree!! That is how I found the company as well! I am very angry about this. When I starting pushing hard on emails TK requesting where the strollers were, they sent me a tracking number and what was delivered was some stupid see through toddler jacket! WTH? So I emailed them back yet again and keep sending me this BS sorry emails AND will refund me 50%! Are you kidding me?? On products I NEVER received?!? I don't know where to do go from here?????

 **1 Kudo**

[Reply](#)




Angel9894  Contributor

Oct-15-2020 08:

Re: Unilone Trade Company

I got a random jump rope in the mail that I never ever ordered and I'm 95% sure it probably came from them because there was no invoice and it was sent from some logistic warehouse in California.

 **1 Kudo**

[Reply](#)



remixstore  Contributor

Oct-16-2020 05:

Re: Unilone Trade Company

Hi all.

it's definitely a scam – I fell for it. Saw an ad for a deal on a cat exercise wheel on IG or something. My cat is healing from renal kidney failure that almost cost him his life so we're keeping him inside and bought the wheel on a whim toward the end of Aug. Nothing. I emailed the email listed on their site and it was never responded to. I asked for tracking and the tracking they originally provided was incorrect. On Oct 10 I received a random mini t-shirt. I wonder if we all got the same little blue shirt. lol When I saw small I mean it's like for a guinea pig or something small – for sure too small for our cat.

Anyways, turns out this is the same replacement tracking number they provided me. They are responsive but just feeding BS. They didn't return my numerous emails from their website so I emailed them on the email linked to the PayPal transaction.

I filed a claim as obviously this is going no where. Their company name according to PayPal is this company – and here we are. Sucks we all fell prey to this. Shame on me.

"Dear Customer,

Sincerely sorry for your frustration, but It's international transportation. Delivery fee and customs fee actually cost a lot (we've already paid for this)

If you just want to return the item, the shipping fee we paid before is about \$15 (If return, this need be covered by you). And when the goods ship to our country, there is another shipping fee about \$15 dollars too, (maybe higher, because we have co-operated with the local post office in China, can get a company shipping discount if we ship a lot).

Just think about it, you will easily lose above \$30 If there is no another additional fee for you. (such as customs etc) Can both of us just step back a little bit, how about we give you a 50% discount refund of your order, can you keep the product?

Thanks for your understanding."

"Dear customer,

Thanks for contacting us and sorry for keeping you waiting.

We are very sorry about the problem with the goods. Maybe the carrier mislabeled the package because there were too many packages.

We will try our best to improve ourselves and correct our mistakes. We hope you can give us a chance. We offer you two solutions:

1) If you can't keep the product, you can send the product back, and we will give you a full refund, when we receive the photo of returning package and label of shipping back. Since international transportation is expensive (You can check before shipping back), We can give you \$8 for the freight. If you are sure to return the product, please inform us in advance we will give our address to you.

2) If you can kindly keep this product, We will give you a 40% refund as compensation, and we can refund the money to your account immediately.

We really hope to get your kindness and understanding. Customer satisfaction is the maximum of our corporate objectives.

Which solution do you like to choose? Waiting for your reply.

Have a good day !"

"Dear Customer,

You can enter the tracking number [x y z] to check the express information through this link:

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"

 **2 Kudos**[Reply](#)Raelene47  Contributor

Oct-16-2020 06:

Re: Unilone Trade Company

I received exactly the same email, telling me all the costs involved for me if I decided to send the lump of junk they sent me back. What a joke, I expected 50% refund because with lack of support from PayPal I would have ended up with nothing. At the moment I am in two other disputes with two separate companies about goods I have never received. It the same BS that this company has been feeding me, so maybe it's the same place under a different name. All the purchased items I am having trouble with were purchased through ads on Facebook. I will never buy anything advertised through them again. They obviously let scammers operate through them without any problem. I hope I have learnt a massive lesson from all this. It's a shame PayPal don't offer it's customers more support.


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

Oct-16-2020 10:

Re: Unilone Trade Company

I have also problems with this company , first I did buy cat litter box and they send me shirt for dog , do not get my money back before send the item back , well the postage will be more than my order but I think they know that.

Have also order two lamps have not get any information and the tracking core do not work. I think this company only collect money, do not order anything via FB pages 😞

 **1 Kudo**

Reply



MichelleKaplan  Contributor

Oct-16-2020 11:

Re: Unilone Trade Company

I ordered a cat exercise wheel at a cost of \$\$39.98 from this crowd on 28th August 2020 and today 16th October, 2020 I received a tshirt that must be for a cat that would be worth \$2 maximum.

After reading so many complaints on here about Unilone Trade Company sending us these stupid pet tshirts instead of what we ordered and paid for, I've just put in a claim to PayPal which I sincerely hope I don't have any issues with.

What I don't understand is why PayPal is still dealing with this shameful business. You would think with all the complaints they've received about them, they would have banned them by now. I just hope they come good and repay us all that we are owed.



Cat Exercise Wheel
Style: LED luxury style
SKU: --

What I ordered



What I received

 **2 Kudos**

Reply



Cris_48  Contributor

Oct-16-2020 09:

Re: Unilone Trade Company

I ordered the cat caves also and I received a pet singlet, but I had no idea where it came from and I knew I didn't order it. Wow, I guess I'm not getting them either, the crow lamp; nor the face hugger mask. I guess I will file my claims and hope for the best. Thanks.

 **4 Kudos**

Reply



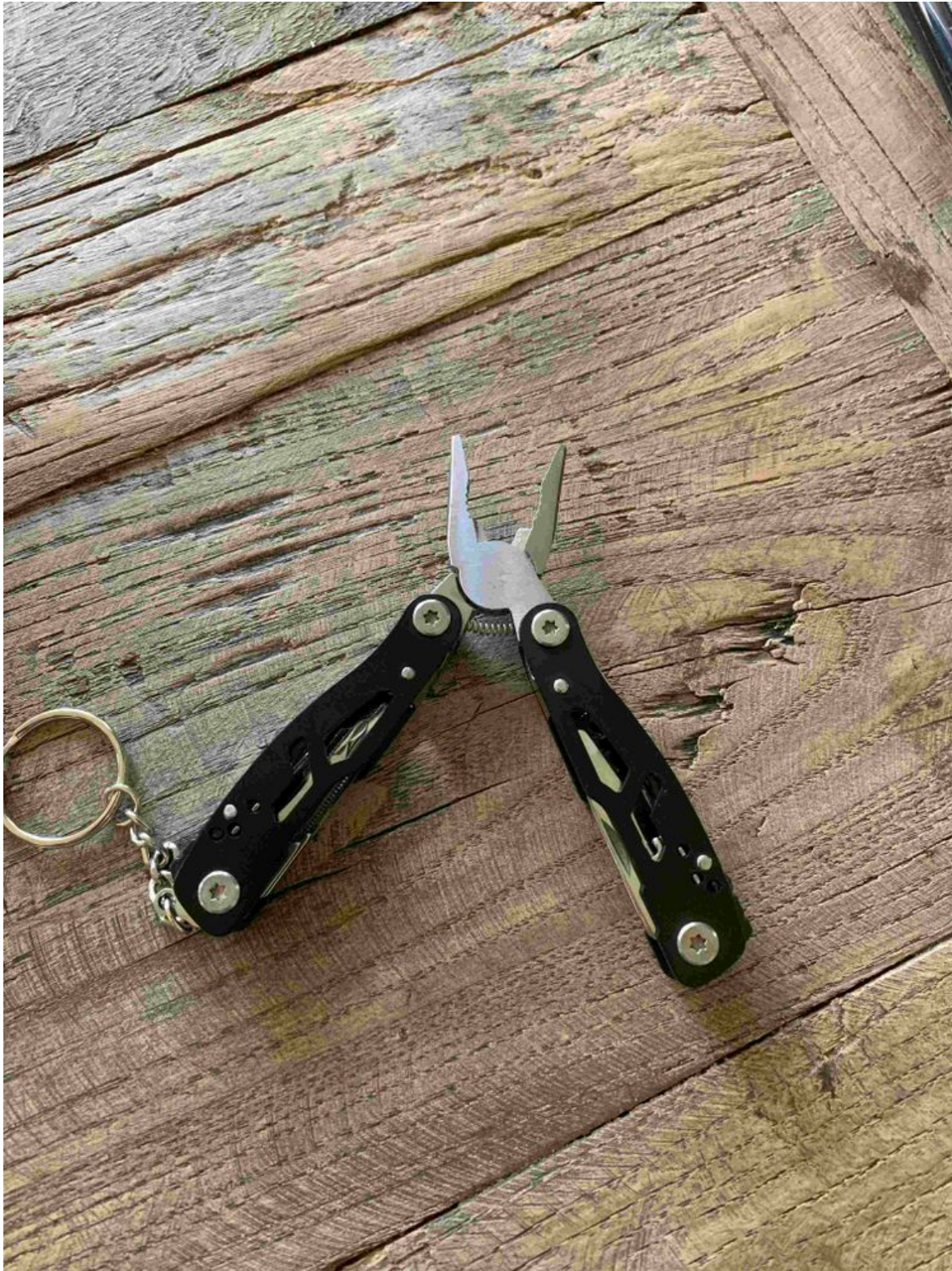
paulamonty  Contributor


Oct-16-2020 11:

Re: Unilone Trade Company

It's a scam. They sent this keychain gadget so that the tracking number would show delivered. PayPal just refunded me today after moving my dispute 5 days at a time for weeks and weeks. Since the tracking number showed delivered they weren't resolving the dispute. Until I called.

me



 **1 Kudo**

[Reply](#)



dturpin3 Contributor

Oct-16-2020 11:

Re: Unilone Trade Company

They're going to make you jump through hoops to get it. But keep after them. I today finally got my refund.

2 Kudos

[Reply](#)



remixstore Contributor

Oct-17-2020 02:

Re: Unilone Trade Company

@Becca59 Did you try the email listed in their PayPal transaction? The email on their site has no responses — intentionally I'm sure.

0 Kudos

[Reply](#)



Pixelicious Contributor

Oct-17-2020 07:

Re: Unilone Trade Company 🖼️

There's some good advice in this thread, I thought you might like to get a look at the wall mounted cat caves and rope ladders I bought that were delivered today 😞



Doesn't even fit my cat lol



👍 **1 Kudo**

Reply



MBreeze66 🌟 Contributor

Oct-17-2020 08:

Re: Unilone Trade Company

Similar to what I got. It's a waste of time dealing with them and PayPal isn't much better. Contacted my bank and they are going to pursue this claim. Shame on PayPal for continuing to allow business with such scammers.

 **0 Kudos**

[Reply](#)




MBreeze66  Contributor

Oct-17-2020 08:

Re: Unilone Trade Company

Don't waste your time with them or PayPal, contact your bank

 **1 Kudo**

[Reply](#)




Jdelorean86  Contributor

Oct-18-2020 05:

Re: Unilone Trade Company

Orders 3 lamps got six toothbrushes been waiting for paypal to sort out they turned down my claim because I didn't send them back and supply a tracking number it would have cost £15 to post them to china so you will all get the same reply from paypal if you dont send the rubbish back you dont get your money back

 **1 Kudo**

[Reply](#)



Megs20 ★ Member

Oct-19-2020 02:

Re: Unilone Trade Company

Wow so im not the only one what do you need to do...how come paypal still have them registered? I thought paypal was safe?

4 Kudos

Reply



Gmccance ★ Contributor

Oct-19-2020 02:

Re: Unilone Trade Company

That is a good question and I always have believe PayPal was safe and if there were any issues that PayPal will take care of it and give us our money back? I don't know what to do next..... if anyone has any suggestions or good knowledge on where to go from here I think many of us would really appreciate it.

0 Kudos

Reply




Divelizard ★★ Contributor

Oct-19-2020 04:

Re: Unilone Trade Company

DT, what where the hoops? PayPal have asked me today to file a complaint of my issue with a law enforcement or government agency. I'm guessing there's a process with Australia Post to do this. The Police are not gonna give a crap. I guess you just complain about mail fraud with AusPost.

 **1 Kudo**

Reply



dturpin3  Contributor

Oct-19-2020 04:

Re: Unilone Trade Company

Yes you will need to file a report. I'm not sure who would be best for you. But for US people you can use any local, state, or federal law enforcement agencies to report. Just make sure if you are doing it online to take a screen shot of the submitted report. That's usually the last thing they'll ask for. After that it should only be a day or two.

 **2 Kudos**

Reply



Peter250  Contributor


Oct-19-2020 04:

Re: Unilone Trade Company

Hi All,

They also asked me today to make an official complaint at the ICS, I did so and and sent them a PDF off the report.

Lets see if this helps to get my refund

 **1 Kudo**

[Reply](#)




Gmccance  Contributor

Oct-19-2020 05:

Re: Unilone Trade Company

I will do the same. Thank you.

 **1 Kudo**

[Reply](#)



Gmccance  Contributor

Oct-19-2020 05:

Re: Unilone Trade Company

Thank you!!

 **1 Kudo**

Reply




SBLT  Contributor

Oct-19-2020 06:

Re: Unilone Trade Company

Exactly the same. Received hooks that stick on the wall and PayPal are coming down on their side. If this doesn't get resolved I'll take it to the ombudsman. They made their decision without me sending evidence and I had to ask them to allow me a way to send it, as I have now sent my proof between them and me showing they have lied as well as a link online saying they are a scam, but apparently that can't be accepted as evidence?!

 **1 Kudo**

Reply




Mofra11  Contributor

Oct-20-2020 04:

Re: Unilone Trade Company

Looks like I'm a victim too - I raised this with PayPal, and they closed it a few hours later saying there has been no unauthorised purchase.

Looks like I'll have to try my Credit Card company, but will still raise it with PayPal a number of times given the experiences of everyone here.

 **1 Kudo**

[Reply](#)



dturpin3  Contributor

Oct-20-2020 04:

Re: Unilone Trade Company

There's a help chat box on the regular site and maybe in the app. But find it and send them a detailed message of what happened. Like if they sent you bogus items or whatever add pictures. They'll reopen the case and actually start working on it.

 **0 Kudos**

[Reply](#)




Christine115  Contributor

Oct-20-2020 05:

Re: Unilone Trade Company

They don't make it easy, found that box today, and sent all my evidence. Especially since I can't even complain to the Chinese scammers about my toothbrushes, their email is GONE !!!

 **1 Kudo**

[Reply](#)



SteveCasino  Contributor

Oct-20-2020 08:

Re: Unilone Trade Company

These guys are shameless scammers.

I bought a cat litter and got a pet shirt after a month.

I obviously complained and was nice enough to ask for a partial refund i.e. take the hit for the pet shirt.

Now, they want me to ship the pet shirt back to china before i get my refund(which I did and cost me 19AUD).

I have demanded that they refund me for the return shipping as well...I'll report them to facebook as well as that was where i saw their ad.



0 Kudos

Reply



SteveCasino  Contributor

Oct-20-2020 09:

Re: Unilone Trade Company

This is the scammers' website: <https://www.bbutw.xyz/>



2 Kudos

Reply



SteveCasino  Contributor

Oct-20-2020 09:

Re: Unilone Trade Company

If paypal doesn't read this..maybe they'll read this?
<removed>

 **2 Kudos**

[Reply](#)



Meeshamarie  Contributor

Oct-20-2020 10:

Re: Unilone Trade Company

No, the company says, if I send the item back (little cheap baby top) they will give me a full refund. I purchased a cardboard exercise wheel for my cat. I am writing to paypal and telling them that I am not spending another cent and refuse to send back the trashy top they sent me. The company will probably not even pay up even after they get my item, if I was to send it back. Cannot understand how they can do this to so many people and still be trading. Paypal needs to refund us all.

 **0 Kudos**

[Reply](#)




Nlogannflo1 ★ Contributor

Oct-20-2020 01:

Re: Unilone Trade Company

This company is a scam. And PayPal dispute resolution sides with them. I ordered two lamps that never came. The website disappeared and they responded to all the emails saying it was coming and showed proof of delivery by sending me a two inch high figurine that probably cost a dollar. They then showed proof it was delivered by that delivery and lost my dispute. PayPal: this is a fraud! Look at how many customers have a dispute with this company that disappeared! Open your eyes!

 **1 Kudo**

Reply



dturpin3 ★ Contributor

Oct-20-2020 03:

Re: Unilone Trade Company

Nlogan don't give up. Email them pictures of what you received or find the chat pop and message tell them there. DO NOT GIVE UP! If you give up the scammer wins. Also read last couple pages here in this thread. I put all you need to know.

 **0 Kudos**

Reply



Miko1404 ★ Contributor

Oct-20-2020 04:

Re: Unilone Trade Company

1/2

My verdict from PayPal....

Unilone will give me a full refund if -

“To receive the refund, you'll need to initiate the return shipment and upload the tracking information in the Resolution Centre before 29 October 2020 We suggest you retain a copy of the shipping label to verify the address of the recipient. If needed, we may ask you to provide this document later.

The item has to be sent to the following shipping address:

Unilone Trade Company

Jianxin Town Jinzhou South Road 806 Huixin <removed>

The returned item must be in the same condition as when you received it and you're responsible for any costs associated with the return. If you're shipping internationally, please mark 'Returned Cargo' on the outside of the package to avoid tax charges.

 **0 Kudos**

[Reply](#)



Miko1404  Contributor

Oct-20-2020 04:

Re: Unilone Trade Company

2/2

The kicker is the next part...

What happens next?

Once we've confirmed that Unilone Trade Company has received the item(s), we'll issue the refund and close this case.

It may take up to 5 days for this refund to show on your account. If you paid using a credit or debit card, the money will be refunded to that card. Depending on your card provider, it can take up to 30 days for the refund to show on your card statement, depending on your card provider's time frames.

This case will be closed automatically if you don't respond by 29 October 2020

Thank you for your cooperation.

Do you think Unilone will ever receive my packackage?

Do you think

 **0 Kudos**

Reply




Miko1404  Contributor

Oct-20-2020 04:

Re: Unilone Trade Company

Don't want to incur any costs relating to postage or shipping.

will appeal to PayPal, and will contact Facebook and look at submitting the incident which seems too common to the media to investigate

 **1 Kudo**

Reply



Christine115 Contributor

Oct-20-2020 11:

Re: Unilone Trade Company

So I couldn't even contact the company, address could not be found ... fine. After making Paypal aware of this, I noticed their email has changed now too <removed> This just stinks something awful. I think PayPal is involved in this scam.

2 Kudos

[Reply](#)



dturpin3 Contributor

Oct-21-2020 04:

Re: Unilone Trade Company

I'll say this again since no one reads it. Do not mail anything to China. And do not stop hounding paypal. They are very aware of what's happening and yet still fighting people over refunds. But they will give them once you prove your case and file a report with authorities. Do not let these scum bags win.

4 Kudos

[Reply](#)




Christine115 Contributor

Oct-21-2020 05:

Re: Unilone Trade Company

I refuse to give up, I'm warning FB and people on FB. I've written on PayPal FB page. I send messages daily ... I'M NOT GIVING UP, is there a way we can all file a case against PayPal ??? Thoughts ...

 **1 Kudo**

[Reply](#)



Meeshamarie  Contributor

Oct-21-2020 05:

Re: Unilone Trade Company

I have a dispute in paypal with same company, paypal now says I have to send the item back to get a full refund ,on receipt of the item by Unilone. I am not spending another cent with those ****bleep**** people. They sent me a tiny cheap top for a baby instead of my cat exercise wheel. Not once have they offered to send me the right item, just the same as you, and everyone else, send it back or keep it and lose money. Paypal dispute, I cannot even reply to them about sending the item back. Such a rip off. May as well kiss my money goodbye. Thanks paypal for NOTHING.... PHONED THEM, had a Queue of 1.5hr wait. Nope not happening. Useless ****bleep**** useless.

 **0 Kudos**

[Reply](#)



Divelizard  Contributor

Oct-21-2020 07:

Re: Unilone Trade Company

Ha Ha, already moved on Error 404!!

 **0 Kudos**

[Reply](#)



Pixelicious  Contributor

Oct-21-2020 08:

Re: Unilone Trade Company

Can anyone say "class action lawsuit?"

 **0 Kudos**

[Reply](#)




Pixelicious  Contributor

Oct-21-2020 08:

Re: Unilone Trade Company

Send a small envelope with a hand drawn picture of a giant FU. Make sure you get a tracking number.

 **1 Kudo**

[Reply](#)




Walter018  Contributor

Oct-21-2020 09:

Re: Unilone Trade Company

Apparently, Paypal is willing to work with these scammers there are so many cases .. I regretted trusting Paypal when I decided to do on-line purchase from Facebook (where most scammer lurked) ...

 **1 Kudo**

[Reply](#)

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