Hi, I'm the PayPal Assistant. How can I help? Choose one of these options or add your question below.



I'm still learning, so if I can't help you, you can leave a message for a customer support agent.

10:47 AM

- PayPal Assistant

Dispute Status

10:47 AM



Great! Please select your dispute from the list below:

10:47 AM

- PayPal Assistant

**Transaction ID:**PP-D-138093774

**Amount:**$ 229.44

**Date:**JAN 03, 2022

10:47 AM

We are waiting on additional information from you to proceed with the review of this claim. Please respond by February 2, 2022. To respond :

1. Go to the [Resolution Center](https://www.paypal.com/cgi-bin/webscr?cmd=_complaint-view).
2. Click Respond in the Action column next to your claim.
3. Select how you would like to respond and click Continue.



Are you looking to upload additional information to support your case?

10:47 AM

- PayPal Assistant

No

10:48 AM

You're all set!



Did this help resolve the issue or question you had?

10:48 AM

- PayPal Assistant

No, I need more help

10:48 AM



Would you like to send this conversation to a customer support agent? We typically respond within a few hours.

10:48 AM

- PayPal Assistant

Yes

10:48 AM



If you haven't already, let us know why you're contacting us. Feel free to step away and we'll notify you by email or push notification when we've responded.

10:48 AM

- PayPal Assistant

HR

Hi, this is Hemanth Reddy. Thanks for waiting online patiently. Please do not disconnect our conversation as I will quickly review the details and respond to you.

10:48 AM

- Hemanth Kumar

I do not accept the resolution. Please read my dispute in detail. I was told hese were hand crafted sturdy ands not told they were coming from China and would taker months on end. I didn't receive 2 of the 5 items...how ccan oi send thetr god damn things back. I WILL NOT PAY SHIPPING anx I GAVE THE OTHWERS as christmas gifts. I sent multiple messages to the seller...which should be recorderd as i went through you to contact them. They don't understand english and kept giving me bogus lshipping information rathsr than address the issue i wrote about. Pleas read my attachment and escalate this with all of the information processed including this conversatioin. These are fraudelent ksellers and need to bed dealt withg accordingly. Again READ my message and attachments requesting cancelation of shippmenty, that the originations stated germant and another country and that they didn't even ship the 2 i am missing until i inquired where they were and why they jweren't with the other. I was embarassed to give these as gift. They are pieces of junk/crap---i was just rrying to be polite and not say that before.

I know there are a ton of typos but i am angry and don't feel like fixing them. I am screen shotting my response to prove I responded...or attempted to before february 2nd and DECLINED the resolution. If you want a response you should have that option...I do not accept..Again how do you return items you didn't receive and that they acknowledge that you indeed didn't receive.

I want a live person who understands. My phone number is 812-391-1250 I want a live agent who is FLUENT and can understand my language which is english and doesn't read from a script.

10:56 AM

HR

Erin, I am sorry for the bad experience you had with this seller and I understand how you feel for receiving only 3 items which is not hand crafted that too after 2 months. Being a customer myself I know paying for return shipment is not an ideal case. Let me check for other options to prevent you from loss and suggest best way to get $229.44 USD.

10:56 AM

- Hemanth Kumar

HR

I see seller accepted liability to issued a refund once you return 3 items to below given address and you have 10 days time just to ship and let us know return tracking number or shipment copy.

The return address: 205, Building A1, Bada Industrial Zone, Yongfu Road Shenzhen, GUANGDONG 518101 CN

You can send proof just by clicking on paper clip option on this conversation window or send an email to us "service@paypal.com".

11:03 AM

- Hemanth Kumar

HR

While some merchants do help facilitate returns for their customers, that courtesy is not always extended to the buyer and is at the discretion of each individual merchant. In an instance when this courtesy is not offered, the buyer is responsible for returning the merchandise at their own expense.

Personally, I would highly recommend you check with different shipping carriers including parcel monkey and go with the carrier who offers low return shipping rate to save money. For your reference to check with parcel monkey carrier, here is the link: [https://www.parcelmonkey.com](https://www.parcelmonkey.com/)/

11:04 AM

- Hemanth Kumar

HR

I observed that you did not sign up for our free return shipping program which will cover up to $30 and help you mitigating return shipping cost. I request you to enroll for it right away so that you will be eligible for all future transactions and avoid such instances in future.

To enroll in Return Shipping on Us, please visit: [www.PayPal.com/Returns](https://www.paypal.com/us/webapps/mpp/returns)**.**

11:07 AM

- Hemanth Kumar

I asked you to escalate the request and open an actual claim. Why did you send me this. Clearly they are lying. I have two different shipping numbers. One clearly shows it wasn't delivers. I have all of the correspondence between myself and the seller. I have the fraudulent shipping origination were they initially say they sent it from Germany. I immediately contacted them when only 3 items were received...that makes it your responsibility to handle this issue. Please open an actual claim. I am not sending anything back as I HAVE NOTHING TO SEND BACK and I am not accepting their resolution. I would like to include a fraudulent seller complaint in this as well and have an investigation opened regarding this seller. I put out a query on reddit for anyone who has had problems with this seller to reply for further evidence. The website is a phising site requesting I go through a security check to gather information. Fortunately I purchased this on etsy and wasn't scammed. https://elmali.store/ Please see for yourselves. It has been reported as a scam on several sites that check for these and by individuals who were scammed. https://www.sabireviews.com/uasellitiipa-co-ltd-scam/ https://www.scamwatcher.com/scam/view/359633

11:40 AM

https://www.scamwatcher.com/scam/view/359633 this is for the website they use for tracking

11:50 AM

HR

Erin, thanks for taking your valuable time and sharing website link that they used for tracking. PayPal will never neglect the merchant's wrongdoing. I can assure you that we review their practices, and it may lead to restrictions or possible permanent deactivation of their account if this kind of practice continues. Rest assured that everything is being handled by PayPal properly

11:54 AM

- Hemanth Kumar

Messages are worked in the order they’re received and we’ll send you a notification to your app, PayPal account, and email you when we reply. Thank you.

HR

Seller provided USPS tracking number "LY928447985CN" and it shows items are delivered at " the front door or porch at 1:20 pm on December 9, 2021 in EDINBURG, TX 78541". We are just a payment processor, and we rely on the shipping company to provide unbiased information regarding the shipment and delivery of the package.

12:00 PM

- Hemanth Kumar

HR

As much as I would love to help you with a refund, I need some help from your side in order to disapprove seller updated tracking information. Please contact the shipping carrier and ask them to provide proof in writing via email or on a letter pad stating that the item is not delivered to your address, or nothing tagged under this tracking number on your name. We do not need any personal information or delivery address of receiver in case of security issue. Once you provide valid proof, I will immediately close the case in your favor and process a refund.

12:00 PM

- Hemanth Kumar

Your file has been uploaded.

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Paypal Disput ... - 2.pdf / 0.13

Your file has been uploaded.

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Email stating ... eive.pdf / 0.07

Your file has been uploaded.

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Further reque ... eive.pdf / 0.06

Your file has been uploaded.

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Original purc ... ,Ltd.pdf / 0.18

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paypal@fieryc ... ents.pdf / 0.3

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PayPal Scam L ... tion.pdf / 0.2

I have attached supporting information regarding the business reported and established as fraudulent/scam.

If you will look at my messages more closely you will see I requested this be expedited as a fraudulent business claim.

Also please send a copy of this transcript to my email address eringarc1977@gmail.com and alexgarcia@alumni.i.edu so I can access it in it's entirety if necessary to continue this dispute. I contacted paypal twice by phone as well. I was issued a pin number of 844375. These calls were at 10:00AM and 10:03AM and lasted 3 minutes and 11 minutes as recorded in my phone log. I was disconnected/hung up on both times.

12:37 PM

Your file has been uploaded.



Gmail - Call log.pdf / 0.26



Send a message