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Thread: [Responding to PayPal Dispute](#)

ScubaSteve - August 29, 2013, 11:04 pm

I've looked around but found no clear answer to this.

I've recently sold a bunch of virtual items to a fellow player on a minecraft server (special items like sharpness 10 swords etc). The stuff he bought amounts to around \$1000 that was sent through a few different transactions all marked as payment of goods.

Just today he contacted PayPal (not his bank) saying that he did not authorise these transactions. I've called up PayPal and told them that the items he received were digital, intangible items which are not covered by PayPal Purchase Protection and they basically told me that they also do not cover the buyer in this situation.

They told me to respond back to the disputes which I'm about to do but I'm not 100% sure on what to say so that he won't get away with the cash. Any advice/recommendations especially from people who have successfully won disputes like this in the past would be greatly appreciated.

Tenaxium - August 29, 2013, 11:05 pm

Say the buyer agreed to the Terms of Service before buying, and the terms of service stated no chargebacks.

I Am JT - August 29, 2013, 11:08 pm

Call back, try again. Say what you said again and include the terms of service comment and they should close the dispute and put the funds back into your account

Alex - August 29, 2013, 11:09 pm

Get chatlogs of him saying he disputed it, be subtle when getting them.

?chg - August 30, 2013, 5:06 am

If you have the address (postal) he put on his account (or appearing in the transaction details), then ship anything to it, and link the tracking number.

PayPal protect you in this case.

It will cost you a little, but better than losing \$1k.

Good luck.

Miki - August 30, 2013, 5:08 am

Show some proof of the conversation if you have any between you and the buyer, also tell them to check ip logs.

Tastylicious - August 30, 2013, 5:28 am

I'd also tell them to check the IP-Address that was used to send the money and compare it to his earlier IPs.

?chg - August 30, 2013, 5:42 am

Convo can be faked and IPs aren't a proof since most RATs can turn your IP into a socks5 for bypassing PayPal protections.

billy. - August 30, 2013, 7:06 am

Why did he sent it in different transactions? By any chance that all those transactions are from another PayPal account? If so, he obviously paid you with hacked PP accounts.

?Sakura? - August 30, 2013, 6:20 pm

You will loose

When doing an unauthorized transaction you loose the money no matter what. It means someone "hacked" the PayPal account. Showing how shitty their protection for a login is its piss off

This is why you don't use paypal. Maybe for withdrawalals. Use like btc then do a verified currency exchange

illuminatiJake - August 31, 2013, 1:28 am

The thing is that -- what if you're talking to the PayPal account holder and not the original purchaser? What if the purchaser used a hacked PayPal account? There's an unknown.

~Tom~ - August 31, 2013, 5:37 am

looks like he's pretty much trying to win all ways dude.

GL1TCH3D - August 31, 2013, 6:04 am

I'm still wondering if people responding actually read the OP

I can tell some did but I'm pretty sure not all o them did

ScubaSteve_ - September 6, 2013, 10:13 pm

Thanks for all the advice everyone. I ended up getting the help from the user Jean.

His thread is here: <https://hackforums.net/showthread.php?tid=3648865>

I successfully got my \$1k back :)