

Forum:[Hack Forums](#)

Thread: [Get a refund from eBook sellers when they say "REFUND GUARANTEE" and don't refund you](#)

Hackforums97 - September 1, 2015, 6:57 pm

Are you tired of losing your money to shitty eBooks that promise a refund? Well I'd like to tell you guys that telling people they are not allowed to chargeback is AGAINST the PayPal AUP. Each buyer has his/her right to chargeback a payment when the product is not as described.

This is not a thread to encourage charge backing. This is a thread with general information. It amazes me how eBook sellers can add a refund option and not refund people and still get sales. It's just terrible. I have personally had a lot of experience with PayPal and this guide will help you recover your funds.

If you have communicated with the seller and have not received a refund after they have promised it, follow these steps to get your refund:

This will only work if:

- The buyer has a refund policy
- The buyer does not refund you
- You fit the criteria for a refund

1. Open a dispute on PayPal with screenshots of the product page and use a photo editor to make BIG arrow's pointing towards where it says refund if the method doesn't work etc. Make sure that if it says you must wait x amount of days before requesting a refund, that you follow their TOS and wait those days. You may also send screenshots of any communications you may have had where it shows that the seller has declined your refund request.

2. After you have given the details to PayPal, proceed by contacting their customer support

3. Once on the phone, Politely explain to PayPal the situation and what is going on. Explain to them how you purchased an eBook and it was not as described and when you requested the refund the seller declined even though it clearly states that you can request a refund after how ever many days after purchase.

Quick things to note:

- If you have seen the seller ignore other members refund requests you can also mention this to PayPal.
- Also, make sure you contact the buyer first and explain to paypal you have done so and you've put in 100% effort into communicating with the buyer and they will refund you.

Around 80% of the time they WILL side with you.

This isn't PayPal fraud and I'm aware this site doesn't enjoy PayPal fraud. It's simply a way to recover funds after you have been scammed by the system!

inb4 gang neg by ebook sellers rip

RoughLyfe - September 1, 2015, 7:06 pm

Not sure if I'm right about this but I'm pretty sure if you sent it as friends and family paypal will not side with you.

Griev?us - September 1, 2015, 7:08 pm

(Sep 1, 2015 07:06 PM)RoughLyfe Wrote: [\[CITE\]](#) Not sure if I'm right about this but I'm pretty sure if you sent it as friends and family paypal will not side with you.

Most eBooks have a auto-buy system they work with such as Paylvy, Aiobuy.net, Payco.re, etc. That being said, it's not a F&F payment.

minimalist - September 1, 2015, 7:08 pm

Nice post Flacko, though most people on here can't call PayPal or even provide adequate proof to resolve disputes because they are underage.

(Sep 1, 2015 07:06 PM)RoughLyfe Wrote: [\[CITE\]](#) Not sure if I'm right about this but I'm pretty sure if you sent it as friends and family paypal will not side with you.

I've won countless F&F disputes to sellers who've gone rogue on the job and never completed their part of the deal.

Hackforums97 - September 1, 2015, 7:21 pm

(Sep 1, 2015 07:08 PM)Minimalist Wrote: [\[CITE\]](#) Nice post Flacko, though most people on here can't call PayPal or even provide adequate proof to resolve disputes because they are underage.

I've won countless F&F disputes to sellers who've gone rogue on the job and never completed their part of the deal.

People don't understand that if they show pp actual proof, they'll win.

Bangerz - September 1, 2015, 10:23 pm

You can always grt money back, even if they dont have any policy about refund lol.

Karnaugh - September 2, 2015, 5:10 am

Well, no need to -rep you. The bastard liars are the ones who deserve the gang rep, they have a refund policy, and according to this "method" you need to fit the requirements to request it. If you've requested it to them and they haven't refunded you yet, then... Well, just saying, guess who the bastards are!

+Haze - September 2, 2015, 5:14 am

(Sep 1, 2015 07:06 PM)RoughLyfe Wrote: [\[CITE\]](#) Not sure if I'm right about this but I'm pretty sure if you sent it as friends and family paypal will not side with you.

Oh you can definitely win a "claim" on a F&F payment.

DamienVC - September 2, 2015, 4:49 pm

I dont think PayPal Buyer Protection Policy covers virtual items

Hackforums97 - September 2, 2015, 5:28 pm

(Sep 2, 2015 04:49 PM)DamienVC Wrote: [\[CITE\]](#) I dont think PayPal Buyer Protection Policy covers virtual items

Actually as of July 1st they do :)

+Haze - September 3, 2015, 1:03 am

(Sep 2, 2015 04:49 PM)DamienVC Wrote: [\[CITE\]](#) I dont think PayPal Buyer Protection Policy covers virtual items

They changed their policy, I opened a dispute on a virtual item before and won the dispute.

Fliiix - September 3, 2015, 5:49 am

(Sep 2, 2015 04:49 PM)DamienVC Wrote: [\[CITE\]](#) I dont think PayPal Buyer Protection Policy covers virtual items

They changed their Policy, but as a seller you still have no chance to win a dispute even if you provide them ALL needed proof to prove that you sold a virtual item.

DamienVC - September 3, 2015, 6:15 am

(Sep 3, 2015 05:49 AM)Fliiix Wrote: [\[CITE\]](#) They changed their Policy, but as a seller you still have no chance to win a dispute even if you provide them ALL needed proof to prove that you sold a virtual item.

But you can always use the seller protection (if eligible) in your favor to win disputes

Tricorn - September 3, 2015, 6:18 am

This won't stand, if this happened to me I would simply phone paypal and say refunds are at my digression, the policies people have in place actually stand for nothing.

But unlike others I actually do offer refunds.