

Forum:[Hack Forums](#)

Thread: [My first chargeback](#)

iloominati - September 2, 2015, 1:15 pm

Today I recieved my first chargeback for accepting paypal as a payment method on my ebook
Spoiler ([Click to View](#))

@scammer I released v2 which included all my genuine good methods (it was an update)
I wont hold anything against you just cancel the chargeback and i'll send you v2. You were supposed to pm me for the update.

My ebook is genuine and it is not some 'quick scam'

I spent time on providing quality over quantity. It pisses me off the fact that i will probably lose. I spent a while gathering up my methods and writing my ebook in full.

What do I do/say?

I've been with paypal for almost 5 years now, I have a business account. But i'm selling a spreading method. Like wtf.

FreeAnneFrank - September 2, 2015, 1:17 pm

Did you sell it on Paylvvy? Or how did you sell it to him?

iloominati - September 2, 2015, 1:18 pm

(Sep 2, 2015 01:17 PM)0x1312 Wrote: ([CITE](#)) Did you sell it on Paylvvy? Or how did you sell it to him?
I sold it through AIObuy.net

edit:

It says i'm eligible for seller protection and that he is unverified.

Zeзка - September 2, 2015, 1:20 pm

Tell them you sold an intangible item (virtual goods).

eoNe - September 2, 2015, 1:20 pm

Well im sorry for you but take care so he dont leak your ebook too cuz thats what most people do.

EagleScream - September 2, 2015, 1:21 pm

(Sep 2, 2015 01:18 PM)iloominati Wrote: ([CITE](#)) I sold it through AIObuy.net
Just take pictures of your TOS and tell paypal that its instant download site. Provide a lot of pictures. Should be a easy one. Also tell them that customer decided to chargeback just because he didnt like the product, not because you didnt deliver it.

iloominati - September 2, 2015, 1:28 pm

(Sep 2, 2015 01:20 PM)eoNe Wrote: ([CITE](#)) Well im sorry for you but take care so he dont leak your ebook too cuz thats what most people do.He has v1 the old version v2 was completely rewritten with multiple methods ect so he really can't do much his mistake was not asking for the update before

charging back lmaoo

Black Kodak - September 2, 2015, 1:30 pm

Sorry dude, really wanted my money back :-(

Spoiler ([Click to View](#))na man gl winning this

iloominati - September 2, 2015, 1:39 pm

Can anyone help me find out who this member is? I have his info but i can't match it to a hf profile

Argyle - September 2, 2015, 1:45 pm

I called PayPal a couple weeks ago asking how Seller Protection effects virtual goods, it seems this page is still a reflection:

<https://www.paypal.com/us/webapps/mpp/ua/useragreement-full>

PayPal ToS Wrote:c. Unauthorized Transactions Additional Requirements:

The payment must be marked "eligible" for PayPal Seller protection on the Transaction Details Page.

You must provide Proof of Shipment or Proof of Delivery.

11.4 Proof of Shipment, Proof of Delivery and Signature Confirmation Requirements.

"Proof of Shipment" is online or physical documentation from a shipping company that includes all of the following:

The date the item is shipped.

The recipient's address matches the shipping address provided on the Transaction Details Page. The recipient's address, showing at least the city & state, or city & country, or zip/postal code (or international equivalent).

"Proof of Delivery" for intangible or virtual items or services is documentation satisfactory to PayPal that the item or service was provided to the buyer such as proof of download including the date of fulfillment.

NOTE: Although Purchase Protection extends coverage to buyers for intangible items, Seller Protection does not apply to intangible items. However, having proper Proof of Delivery can help a seller win a buyer's Item Not Received Purchase Protection Claim.

Since this is unauthorized, I do not believe they will cover it.

iloominati - September 2, 2015, 1:52 pm

(Sep 2, 2015 01:45 PM)?rgyle Wrote: [\[CITE\]](#) I called PayPal a couple weeks ago asking how Seller Protection effects virtual goods, it seems this page is still a reflection:

<https://www.paypal.com/us/webapps/mpp/ua/useragreement-full>

Since this is unauthorized, I do not believe they will cover it.Aiobuy.net...
so i have proof that he bought it and downloaded.

he provided address but it says unconfirmed?

Should i call paypal and explain the situation rather than responding by typing

Argyle - September 2, 2015, 2:00 pm

(Sep 2, 2015 01:52 PM)iloominati Wrote: [\[CITE\]](#) Aiobuy.net...
so i have proof that he bought it and downloaded.

he provided address but it says unconfirmed?

Should i call paypal and explain the situation rather than responding by typing
I know, I read the thread. That part of the agreement says that having proof of delivery with
intangible goods would support the seller in the case of a "item not received" dispute. This a
unauthorized dispute.

Calling PayPal would most likely accelerate the process.