

Forum:[Hack Forums](#)

Thread: [Winning a seller dispute paypal - DIGITAL ITEMS](#)

darkfenopro - March 19, 2017, 4:16 pm

Hey, I recently got a dispute on my PayPal with message

Code Dear Paypal team, I sent a \$ 20 payment to Darkfeno on March 14, 17, because he promised to give me a homepage for my driving school. I sent him the \$ 20 USD and he did not answer me he said I should pay more so he starts to create the page. I have been waiting until today, there was no answer from Darkfeno, so I have created this message here. I hope I get my money as soon as possible. Thank you so much! I ask for understanding

The buyer Purchased youtube views and subscribers through my website and is now making up a complete new story to PayPal to refund the money. I don't have much experience with PayPal disputes and would appreciate it if someone could help me out :) I can even pay you for your help If I end up winning the claim against me.

Would there be anyway I get sellers protection on digital goods ? I heard they updated their TOS with sellers protection against digital goods[/code]

Eagle 95 - March 20, 2017, 1:51 am

Submit proofs of his order to PayPal, say those were digital goods, no shipping is required and say that he agreed to your ToS (if you don't have ToS, make them and say all sales are final, no refunds).

Quinck - March 20, 2017, 1:55 am

If this was a deal that originated on HF, please make sure to create a deal dispute against this member.

Much like Eagle said, supply as much proof as you can to Paypal stating that there is no refund and that the member paid for virtual goods. You SHOULD win this case with no problem.

Was the payment sent as Friends and Family or Goods and Services?

Eagle 95 - March 20, 2017, 1:56 am

(Mar 20, 2017 01:55 AM)Quinck Wrote: [\[CITE\]](#) Was the payment sent as Friends and Family or Goods and Services?

If you sent it as F&F, forget about winning as you broke PP's ToS. If you sent as G&S, you should win this.

Quinck - March 20, 2017, 1:59 am

(Mar 20, 2017 01:56 AM)Eagle 95 Wrote: [\[CITE\]](#) If you sent it as F&F, forget about winning as you broke PP's ToS. If you sent as G&S, you should win this.

You can still win disputes as F&F, however it is much more difficult. The user disputing can only claim unauthorized payment, but provided he didn't take the proper steps, he shouldn't win and OP should get to keep the money.

But yes, mentioning virtual goods in a F&F payment is a no-go.