

Forum:[Hack Forums](#)

Thread: [Buyer is disputing on PayPal after I completed design work.](#)

Turf - December 6, 2017, 9:34 pm

A buyer has made a dispute on PayPal after I completed design work for him. Is there any way I can win this one?

Here is the message left by the Buyer in the dispute case:

"Company,

It is my assumption, after receiving designs, that The Provider of the services purchased does not have the adequate know-how to design what is required for my project. The provider, [myname], has provided designs that are subpar, and I have decided to terminate his services. The designs are solely proofs, and I have no interest to keep pursuing The Provider's services. Just to recap, the agreement was for deliverables of UI/UX designs, which of whom I won't be getting or needing from The Provider."

ryan? - December 6, 2017, 9:40 pm

Show proof of the agreement (something with the agreed upon price) and then the finished work. You should be able to win. This happens to me every so often on websites.

Turf - December 6, 2017, 9:45 pm

(Dec 6, 2017 10:40 PM)ryan? Wrote: [\[CITE\]](#) Show proof of the agreement (something with the agreed upon price) and then the finished work. You should be able to win. This happens to me every so often on websites.

Can you show me any one of your messages that won a PayPal dispute in a similar scenario? Would love to see this. I hate these clients that just scam hard-working freelancers like us.

St. Jiberish - December 6, 2017, 9:47 pm

(Dec 6, 2017 10:40 PM)ryan? Wrote: [\[CITE\]](#) Show proof of the agreement (something with the agreed upon price) and then the finished work. You should be able to win. This happens to me every so often on websites.

But doing things online still violates paypals tos, they 'only do real world trading'.

ryan? - December 6, 2017, 9:55 pm

(Dec 6, 2017 10:45 PM)Turf Wrote: [\[CITE\]](#) Can you show me any one of your messages that won a PayPal dispute in a similar scenario? Would love to see this. I hate these clients that just scam hard-working freelancers like us.

I don't know what you mean about messages, usually you just click 'Respond' in the Resolution Center then go through the menu until it gets to Service, submit screenshots or emails of proof and then they either release my funds or close the case and keep them. Mostly ever won though..

Turf - December 6, 2017, 9:56 pm

(Dec 6, 2017 10:55 PM)ryan? Wrote: [\[CITE\]](#) I don't know what you mean about messages, usually you just click 'Respond' in the Resolution Center then go through the menu until it gets to Service, submit screenshots or emails of proof and then they either release my funds or close the case and keep them. Mostly ever won though..

What I meant was...would like to see a case where you won (specifically what you said and how it was structured).

Here is a message left by the scamming Buyer in the PayPal dispute note:

"Company,

It is my assumption, after receiving designs, that The Provider of the services purchased does not have the adequate know-how to design what is required for my project. The provider, [myname], has provided designs that are subpar, and I have decided to terminate his services. The designs are solely proofs, and I have no interest to keep pursuing The Provider's services. Just to recap, the agreement was for deliverables of UI/UX designs, which of whom I won't be getting or needing from The Provider."

Neighbor - December 9, 2017, 2:02 pm

This is why I always use the "Bill" feature on PayPal, it gives you automatic wins if you include your ToS with their ToS and you can say all sales are final with no returns etc, all I can tell you is try and show proof that you provided him services, (chat logs etc) or ask PayPal to credit you if they don't decide in your favor.

Bill:

Write your Terms of service

Price

How many units his/her is getting

Type of service

Amount you're wanting (also don't forget PP adds fees)

Always make sure they send as a service / good if you don't use the bill feature..