

Forum:[Hack Forums](#)

Thread: [How to reopen a PayPal dispute that I opened?](#)

JoshAllen - December 19, 2019, 5:25 pm

So I ordered from what I thought was a legit retailer (it was a well-known brand) and they didn't ship my package for weeks when it said it would ship in 5 days.

I emailed them with no response. So I opened a dispute, a day or 2 later, they said they would refund me but I needed to close the dispute.

Obviously, that didn't make much sense, but they tried to refund me anyways and because they were using paypal express it didn't work.

It shows on their site that it is refunded, but not on PayPal. So I closed the dispute and asked them to refund me again.

I told them that it didn't work and they would have to process it on PayPal and they replied with "the refund was already processed, wait 8-10 days"

I keep emailing them saying that it didn't work and they won't reply. Maybe they think I am trying to scam or something.

Problem is, I can't reopen the PayPal dispute after I closed it.

Any idea what to do?

Blazin - December 19, 2019, 5:32 pm

I mean the answer here is pretty obvious. You need to call them up and explain you weren't sent x product and lied to. Assuming you're not trying to scam that is and they can prove they are telling the truth. You need to explain they told you to close the dispute in good faith and you did and they took advantage of that by not sending a refund out. Or maybe you just need to wait the time they say. Not sure.

Raymond Reddington - December 19, 2019, 5:41 pm

Call them up and explain the situation.

Dr. Einyel - December 19, 2019, 10:12 pm

(Dec 19, 2019 06:41 PM)Raymond Reddington Wrote: [\[CITE\]](#) Call them up and explain the situation. Didn't knew this was possible. So there's no way to prevent a charge back on PayPAI ?

Blazin - December 19, 2019, 10:14 pm

(Dec 19, 2019 11:12 PM)Dr. Einyel Wrote: [\[CITE\]](#) Didn't knew this was possible. So there's no way to prevent a charge back on PayPAI ?

No but there's a few things you can do to make them have like a 10% chance. I should write a complete ebook on it oneday.

Raymond Reddington - December 19, 2019, 10:20 pm

(Dec 19, 2019 11:12 PM)Dr. Einyel Wrote: [\[CITE\]](#) Didn't knew this was possible. So there's no way to prevent a charge back on PayPAI ?

Even F&F payments can be charged back fyi. PayPal is a flawed system

Blazin - December 19, 2019, 10:24 pm

(Dec 19, 2019 11:20 PM)Raymond Reddington Wrote: [\[CITE\]](#) Even F&F payments can be charged back fyi. PayPal is a flawed system

Most systems have flaws, but yeah I get what you mean.

Dr. Einyel - December 19, 2019, 11:06 pm

(Dec 19, 2019 11:14 PM)Blazin Wrote: [\[CITE\]](#) No but there's a few things you can do to make them have like a 10% chance. I should write a complete ebook on it oneday.

Gift that info to the world and be a hero.

Blazin - December 20, 2019, 1:54 am

(Dec 20, 2019 12:06 AM)Dr. Einyel Wrote: [\[CITE\]](#) Gift that info to the world and be a hero.

I should gift it and be a hero the world deserves it. Mostly just the things I've learned with paypal over the 10 years of using them. Especially the last few since they have changed hands. My chargeback win rate is at around a 95% I can't even remember the last time I lost a chargeback. The knowledge I have is mostly from just personal experience with using them as a seller over the years, and I've talked with them on the phone a few times about things as well. If you do things right, and you truly understand how paypal works, the only time you ever lose a chargeback is if someone used a stolen paypal which is a very small amount. I love winning chargebacks and thinking about the faces they make when they log in and see Paypal decided in my favor. Priceless. It's cause people like to abuse the paypal system.

Dr. Einyel - December 20, 2019, 6:52 am

(Dec 20, 2019 02:54 AM)Blazin Wrote: [\[CITE\]](#) I should gift it and be a hero the world deserves it. Mostly just the things I've learned with paypal over the 10 years of using them. Especially the last few since they have changed hands. My chargeback win rate is at around a 95% I can't even remember the last time I lost a chargeback. The knowledge I have is mostly from just personal experience with using them as a seller over the years, and I've talked with them on the phone a few times about things as well. If you do things right, and you truly understand how paypal works, the only time you ever lose a chargeback is if someone used a stolen paypal which is a very small amount. I love winning chargebacks and thinking about the faces they make when they log in and see Paypal decided in my favor. Priceless. It's cause people like to abuse the paypal system.

I have won chargebacks but just small ammounts and in super white (nothing even close to gray) methods, where I can just send proof that I did my part. But we usually deal over here with things that are 100% legal but are like in a gray spot for PayPal. That's why I don't use it.

JoshAllen - December 20, 2019, 7:11 am

(Dec 19, 2019 06:41 PM)Raymond Reddington Wrote: [\[CITE\]](#) Call them up and explain the situation. I assumed this was my only option. I called them and they said I should charge back with my card lmao.

Zamper - December 22, 2019, 4:59 am

If you paid with paypal balance you cannot reopen it, if you paid with bank/card just issue a chargeback as item/service not received through your bank

Venture - December 22, 2019, 8:35 am

1. Contact them as stated, if no-reply or more ecxcuses then go to 2
2. Contact paypal and explain the situation, if no help
3. The bank/card issuer can initiate a chargeback which will effect the seller, just make sure you tell them you were defrauded.

