

Forum:[Hack Forums](#)

Thread: [User refunded, dispute still open](#)

Ombra - April 12, 2020, 5:01 am

I have a 9 months old dispute that was opened against me last summer. I couldn't come to an agreement with user so I posted my defense and left it as it was.

The user became inactive after posting the dispute (July 2019)

Few weeks ago I sent him a PM, in case he would ever come back, claiming that I wanted to get the dispute closed in return of a full refund from me.

Surprisingly, he came back and he agreed. I provided him with a refund (PayPal)

Now, he's inactive again, can I do anything about it?

Duck Duck - April 12, 2020, 5:24 am

I would consider contacting Omni in this case. You are vendor, he will most likely solve it.

Ombra - April 12, 2020, 5:30 am

(Apr 12, 2020 05:24 AM)Duck Duck Wrote: [\[CITE\]](#) I would consider contacting Omni in this case. You are vendor, he will most likely solve it.

Sure or, he may close my account because I asked for support concerning a Dispute, when Staff doesn't get involved..

spiral - April 12, 2020, 5:34 am

(Apr 12, 2020 05:30 AM)Ombra Wrote: [\[CITE\]](#) Sure or, he may close my account because I asked for support concerning a Dispute, when Staff doesn't get involved..

He said in the vendors sub-forum that he will help vendors with such issues.

Ombra - April 12, 2020, 5:35 am

(Apr 12, 2020 05:34 AM)spiral Wrote: [\[CITE\]](#) He said in the vendors sub-forum that he will help vendors with such issues.

I've checked it but he was referring to contract abuses, while this is focused on the dispute instead, so I'm not really sure

Duck Duck - April 12, 2020, 5:40 am

(Apr 12, 2020 05:30 AM)Ombra Wrote: [\[CITE\]](#) Sure or, he may close my account because I asked for support concerning a Dispute, when Staff doesn't get involved..

You are on HF since 2012, you seem trusted and you are vendor so I am pretty sure he wont close your account. Vendors can and do contact him if there is an invalid deal dispute, I dont see why Omni wouldnt at least take a look at this if everything is completely refunded and you PM him proof straight ahead. Of course its your choice, its just an option I am pointing out.

Eagle 95 - April 12, 2020, 5:59 am

(Apr 12, 2020 05:24 AM)Duck Duck Wrote: [\[CITE\]](#) I would consider contacting Omni in this case. You are vendor, he will most likely solve it.

(Apr 12, 2020 05:34 AM)spiral Wrote: [\[CITE\]](#) He said in the vendors sub-forum that he will help vendors with such issues.

This is different. Dispute wasn't abuse of the contract system. That guy wasn't some mad multi that registered just to increase open disputes counter and damage someone's reputation. In cases like OP has, Omni may or may not interfere.

@Ombra@, you can try to contact him but I don't guarantee you'll even get a response.