

Forum:[Hack Forums](#)

Thread: [How to Open a Proper Deal Dispute](#)

Mind - January 7, 2021, 12:59 am

How to Open a Proper Deal Dispute

I have seen many members, especially those who are new to the forum having trouble & not understanding how to open a proper Deal Dispute. Opening a Deal Dispute & saying something along the lines of "This user scammed me" will not help you. You need to be thorough with your explanations & also provide valid proof in order to file a proper Deal Dispute. This thread will guide you through everything you need to know on how to open a proper Deal Dispute.

Important things to note:

You can only open a Deal Dispute if the deal had a contract in place.

In cases where the deal was made outside the forum or even on-site without a contract, You will not be permitted to open a Deal Dispute. You should always open a contract even for small deals as All deals on-site must have a contract. Dealing without a contract may get your account banned.

[>>> The Contract System Explained <<<](#)

Opening a Deal Dispute does not guarantee that you will get a refund

In a case where the Seller decides to not offer you a refund, you have to resolve the matter with him. Do not contact Omni, Admins, or any of the Staff as they do not engage with deals. All deals you make on the forum are at your own risk so use your due diligence.

Read the seller's Terms of Service.

Prior to opening a dispute, make sure you read the TOS of the product/service you purchased. For example, many E-Book sellers offer a refund if you do not earn within 30 days & All sales are final. In this case, contact the seller regarding the refund. I've seen many members post Deal Disputes minutes after they purchase a product. Also, give enough time for the seller to respond.

[>>> Click here to read more about "Deal Disputes and Scam Reports"<<<](#)

What to include in your Deal Dispute

Contract Link (Generated Automatically)

Disputed Member (Generated Automatically)

A detailed explanation of your case.

Proof (Screenshots, Transaction IDs, etc)

Writing your Case

As I mentioned at the start of this thread, do not open Deal Dispute where you just say "The seller scammed me". Take some time to gather evidence to prove your case and present it in a way that is easy to read and understand by others.

Include the essentials

When you are writing your case, do not add anything that does not directly support your case. This will only confuse things and is completely unnecessary.

Provide Proof

This is very important & is a must to include in your Deal Dispute. Use a tool like Gyazo to take screenshots of the entire chat log with the seller & link it on your thread. Make sure you take screenshots of key areas such as the Seller's BTC address etc.

Use Point-Form

Do not present your case in a long paragraph. Instead, use point-form sentences to explain the situation as simply as possible.

Grammar

It is very important that your case is readable & understandable. You don't need to write with perfect grammar but good enough so that people can read and understand your case.

Be respectable

Do not write anything that is against the forum etiquette. Keep your words clean and professional.

Let me know if there is anything else that needs to be added. Thank you.

Blogger - January 7, 2021, 3:44 am

Very nice thread! Very informative.

(Jan 7, 2021 01:59 AM)Zoom Wrote: [\[CITE\]](#) What to include in your Deal Dispute
Contract Link (Generated Automatically)

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A detailed explanation of your case.

Proof (Screenshots, Transaction IDs, etc)

The contract link and disputed member is automatically included in every deal dispute. But yes! Please include screenshots and a detailed explanation. Or any explanation at all. So many disputes are opened with nothing in them. It's frustrating.

(Jan 7, 2021 01:59 AM)Zoom Wrote: [\[CITE\]](#) Provide Proof

Use a tool like Gyazo to take screenshots of the entire chat log with the seller & link it on your thread. Make sure you take screenshots of key areas such as the Seller's BTC address etc.

Just to touch on this more... Do not include screenshots of any Discord conversations if the account is not verified on HF.

mrware - *January 7, 2021, 6:05 am*

Thanks for giving your time to write this amazing post. Appreciate it.

Wespa - *January 7, 2021, 7:54 am*

A great thread, this should be pinned.