

Hi! I'm your PayPal Assistant. Just ask me a question and I'll try to find an answer.



If I can't then I'll try to transfer you to a Customer Support Agent.

3:27 PM

- PayPal Assistant

closed dispute case

3:28 PM

I've found some useful articles in our Help Center. Check them out.

Did this help fix the issue or answer question you had?



- [What should I do if I have a problem with my PayPal purchase?](#)
- [How do I respond to a PayPal dispute filed by my buyer?](#)
- [What's the difference between a dispute and a claim?](#)

3:28 PM

- PayPal Assistant

No, I need more help

3:28 PM

I can transfer this conversation to an agent. **Our reply may take a few hours.**

Once I transfer this conversation, you may close the window and return to it when you can. When we respond, we'll notify you with a link to the [Message Center](#) where you can reply.



Would you like to send this conversation to a customer support agent?

3:28 PM

- PayPal Assistant

Yes

3:28 PM



Send us a detailed message below. If you know the transaction ID, date, and amount then please include those. An agent will write back to you in the [PayPal Message Center](#) during business hours.

3:28 PM

- PayPal Assistant

I would like to discuss the closed dispute case with id PP-D-144494738, cause I believe that no one from Paypal read what I wrote and you closed the case in favor of the seller with the explanation that the product was delivered, although I never said it didn't, I said it is not working! I;m using Paypal to be safe in my purchases online and now I feel that there is no safety at all! You need to have a look at the case and further discuss it with me!

3:32 PM

ME

Welcome to PayPal, my name is Máire and I will be assisting you today. Thank you for contacting us regarding a dispute that has closed.

George I have reviewed this case and can see the reason it was closed in the seller's favor is because the seller provided evidence the service was provided.

I have decided to credit your PayPal balance with 30.00 EUR as a good will gesture to cover some of your loss.

Thank you for contacting PayPal and for being a valued customer. You may close the conversation by selecting End Message.

3:39 PM

- Maire

Hi,
But I have very strong evidence that the plugin doesn't work on my site! I have proved to you that in our conversations all they say is to contact Banggood which I have! The plugin doesn't work and I have paid for it!
Also, they didn't provide any service, they just delivered a plugin that is not usable to me!
What else do I need to do to prove that the plugin doesn't work?!

5:29 PM

ME

George, if you can provide new evidence that the item does not match its description I would be happy to add this to the case for you for a second review however I cannot guarantee that the decision will be changed.

5:34 PM

- Maire

OK! Although it seems that this is a pre-determined case in favor of a big company, let me know what evidence would you like to see, to be convinced that this plugin is not working! I have sent you already all of my discussions with both the developer and the API provider, where the developer says that the plugin is indeed not working but he blames the provider's API, and the provider is saying that everything is fine with my account! Would you like me to give you access to my site so you can test it for yourself? Please, let me know what kind of evidence is good enough for you to see!

8:25 AM

SS

Thank you very much for getting back to us.

Please note that the appeal is under the review stage and appeals department will be in touch with you if any additional information will be required.

If you have no further questions, please close this conversation. You can close the conversation by selecting End Conversation

9:54 AM

- Sergejs

Messages are worked in the order they're received and we'll send you a notification to your app, PayPal account, and email you when we reply. Thank you.

OK, thank you! I would simply like to add that I'm a loyal customer of PayPal and I like the service you're providing, but I'm also telling the truth about this case, I'm not trying to fool anyone! So please ask whatever details you need and I will try to provide them to you!

2:03 PM

This conversation has been closed.