

The official paypal dispute winning help guide

Winning strategy number 1

Virtual items

This is for if the chargeback says anything other than Unauthorized Claim

What is a virtual item? Well my friend what your reading is a virtual item. Put simply a virtual item is a non tangible item such as this ebook or a purchase from your online service/product and sadly it is not covered by paypal. So if you have a chargeback opened against you that pertains to a virtual item then all you have to do is give them a call and let them know hey this user purchased a online item and they may ask for a brief description of the item and it will honestly be done and won in your favor in about 30 seconds.

Winning strategy number 2

It wasn't me

for the Unauthorized Claim

This next style of chargeback can be very iffy at times but if you have enough information this case can be won in your favor. The type of chargeback is one where the user says I did not make this transaction when we all know damn well he did! Now be careful of this because on occasion this can be a stolen paypal account but it never hurts to give them a call and talk things out. What you need to do is try to provide proof on your side that the user did buy your product and to do that I would suggest obtaining the users IP if possible now I would not trust skype resolvers or anything like that but for booter/stresser owners or people that own a website where it captures the person ip you are pretty much set. Just ask them to take a look at the users account and explain that he purchased it he is just trying to scam for his money back.

Now I would like to take this time to make a quick note. Sometimes users who use a credit card on their account can go to their bank to chargeback and if this is to happen then almost 100% of the time you will lose the dispute but if you contact paypal they will try to fight it with you and you might be able to get your money back.