

我 2015-03-22 19:41:54

Hi, i have not received my refund as yet and was told it was processed weeks ago, can you please tell me what is happening?

Ed 2015-03-22 19:41:58

Hello,

Ed 2015-03-22 19:42:13

I understand your concern of your refund. Let me help you.

Ed 2015-03-22 19:42:57

May I have your order number please?

我 2015-03-22 19:43:08

1570482575

Ed 2015-03-22 19:43:34

Thank you.

Ed 2015-03-22 19:45:55

I can see here that you where not able to upload the tracking number right?

我 2015-03-22 19:47:22

no i refused to pay for the postage back, i was sent fake items and was told i had to spend more money to post the items all the way back to china which i was not prepared to, i expected the seller to pay for postage not me....however since then i was told my refund has been processed, twice. If this is not the case i want to speak to a manger, because i am going to take this to the Small Claims Courts

Ed 2015-03-22 19:48:30

I can see here that the seller will bear the freight. And the seller will refund your shipping cost.

我 2015-03-22 19:49:30

no! I have paid for the all my customers return, i have lost money a lot of it too because of this stupid website and that joke of a seller, I HAVE BEEN TOLD MY REFUND HAS BEEN PROCESSED ALREADY!!!]

我 2015-03-22 19:49:37

Nadeene your advisor told me so!"

我 2015-03-22 19:50:13

成功接收图片：

<http://downt.sslim52.ntalker.com/imagetrans/download2.php?f=/uNnINJmiP0AU6wTRDCML+V0&q=/OE1cYR>

mjv9dBpPXH2SRbbg86Z5FUz2gdJyj8TzXG1HFImFQo8fPHxQmwVn9na+hbXO2pPtd21FRJQkflKNfS2FuJXyKUiB
; 大小 : 359.34 KB

我 2015-03-22 19:50:19

I hate this site! You guys are a scam, and i am reporting this to the court

我 2015-03-22 19:50:31

why do you allow fakes to be sold on your site, this is illegal

Ed 2015-03-22 19:51:28

I know that there is nothing I can say now that will make things lighter for you. Even my assurance that I am personally doing something on this. However, I have this goal now to make sure this gets resolved with me that is my guarantee.

我 2015-03-22 19:52:32

yeah i have been told that 3 times now, i have been waiting for my money for over a month now, Nadeene told me she got the refund processed, so did the person after, how do i know you will get it done? Have you got a manager i can speak too??

我 2015-03-22 19:53:01

I will never use DH Gate again, you offer no protection for customers who have been scammed

Ed 2015-03-22 19:53:55

What will I do here on my end is that I will coordinate with your dispute analyst that told you that you will have a refund alright?

我 2015-03-22 19:54:38

so now i need to wait another month before i get my refund?? Can i please speak to a manager?

Ed 2015-03-22 19:55:57

As much as I want to transfer you to our manager, there is no manager available as of the moment. Since you are with me I will make sure to help you sort this out.

我 2015-03-22 19:56:51

Before i leave this chat i want confirmation by means of a screen shot that my refund has been processed

Ed 2015-03-22 19:57:46

I already took a screenshot of the screenshot that you gave so I can coordinate with your dispute analyst.

我 2015-03-22 19:58:34

ok i will till you do that, once you have done this i want proof that this has been done, because the last two live chat agents said that they done the same thing, and my refund had been processed

我 2015-03-22 19:59:09

which was obviously lies

Ed 2015-03-22 19:59:11

Everything should be in progress as of the moment and just wait for updates on your DHgate inbox.

我 2015-03-22 19:59:48

ok ill wait in the live chat, until i get that, i will not leave this chat until this is sorted, i have wasted so much time chasing money owed to me

我 2015-03-22 20:00:01

the service has been absolutely terrible

Ed 2015-03-22 20:00:55

I understand what you feel right now, Please do understand that it is still 4am here in china, and our normal business hours is 9am-5pm.

我 2015-03-22 20:01:36

going to be a long wait then

我 2015-03-22 20:02:43

tell me something, if its 4am there, how are you going to get this sorted?

Ed 2015-03-22 20:03:13

Once your dispute analyst will check my report they will respond to it.

我 2015-03-22 20:04:46

Ok so why has the analyst done nothing since Nadeene sent them that screen shot 2 weeks ago and again last week when i spoke to your other agent?

我 2015-03-22 20:05:42

although they confirmed to me that my refund had been processed

Ed 2015-03-22 20:06:34

Plesae bear with me. While I check this for you.

Ed 2015-03-22 20:08:26

Thank you so much for waiting.

Ed 2015-03-22 20:09:05

I can see here that one of my team mate already made a follow up report for your order and our finance team is already processing your refund.

我 2015-03-22 20:10:05

So i have been told, but i have not received it as yet, and my credit card company says that no refund is being processed on this particular transaction

Ed 2015-03-22 20:10:40

Because your refund is still being process as of 2015-03-15 16:00:22.

Ed 2015-03-22 20:10:55

Since you paid through credit card, normally the refund will reflect in your account within 10-15 Business days from the date the refund was completed. This can take sooner or later depending on your bank's refund process.

我 2015-03-22 20:11:55

so why are they not completing the refund, it doesnt take long to do, all they have to do is press a button on a computer and the refund is completed??

Ed 2015-03-22 20:13:00

Please do understand that today is the 6th day of your refund process. Rest assured that we will update you at your DHgate inbox.

我 2015-03-22 20:13:57

no actually, as you can see from my screen shot i have been waiting for the refund since the 5th March

我 2015-03-22 20:14:23

i think considering the time i have been messed around by DH Gate and your fradulent sellers that my refund should be processed ASAP

我 2015-03-22 20:15:47

its been in process for nearly one month

Ed 2015-03-22 20:16:01

☹I can only imagine the trouble that you have gone through with your refund, I will make sure to help you with this and urge your dispute analyst for this alright?

我 2015-03-22 20:16:57

but will you actually? Because i have been told this many many times and this has not happened

我 2015-03-22 20:17:22

whats an email for your finance department and i will contact the directly myself

Ed 2015-03-22 20:18:02

I am afraid but our finance team has no contact number.

Ed 2015-03-22 20:18:24

I just made a report for you so everything is already in progress as of the moment.

我 2015-03-22 20:18:48

report stating what?

Ed 2015-03-22 20:19:41

I reported that stating you are waiting for your refund and it is already beyond time frame. That way our finance team will be urge.

我 2015-03-22 20:20:00

have you got a screenshot of this?

Ed 2015-03-22 20:20:33

Yes I did. I took the screenshot that you gave.

我 2015-03-22 20:21:01

no, i meant can you send me a screenshot of your report please

Ed 2015-03-22 20:22:24

I am afraid but we can't do that on our end for security purposes.

Ed 2015-03-22 20:22:40

Please do understand that it is only for security purposes.

我 2015-03-22 20:24:17

Ok Ed, i will be contact tomorrow to see if my refund has been completed if not i will file for a chargeback from my credit card company, where in china are you based so i can know to contact between 9-6 your time

Ed 2015-03-22 20:24:54

We are based in Beijing China and right now it is 4:24 am here in china.

Ed 2015-03-22 20:25:08

This is our phone number Telephone:001-2137972133.

我 2015-03-22 20:25:30

ok thank you ed

.....

我 2015-04-08 01:27:09

.
Riane 2015-04-08 01:27:13

Hi.

Riane 2015-04-08 01:27:18

How can I help you?

我 2015-04-08 01:27:37

Hi Riane, I spoke to you the other night before your chat went into maintenance and cut us off. Is Ed available?

Riane 2015-04-08 01:28:02

Oh. I'm sorry for that.

Riane 2015-04-08 01:28:25

Ed shift ends at 7:30am, China time so he is out already but I will be here to help.

Riane 2015-04-08 01:28:28

May I know your concern?

我 2015-04-08 01:28:49

It's to do with my refund, I want to know where it is

Riane 2015-04-08 01:29:13

I see. I understand you are waiting for your refund, let me do my best to help.

Riane 2015-04-08 01:29:18

Can I have your order number?

我 2015-04-08 01:29:47

1570482575

Riane 2015-04-08 01:30:46

Thank you.

Riane 2015-04-08 01:30:50

I am checking it now.

Riane 2015-04-08 01:31:41

If I got you right here, you have not returned the item because they are counterfeit items?

我 2015-04-08 01:32:45

thats correct

Riane 2015-04-08 01:33:31

I see. Have you tried appealing for your case? Because you should have returned the item for us to process the refund as well.

我 2015-04-08 01:34:12

In the UK it is illegal to ship and or distribute counterfeit items, if customs found that i could be fined

我 2015-04-08 01:34:18

I am not breaking the law

我 2015-04-08 01:34:35

If DH Gate do not process the refund, i am going to contact the Chinese Authorities

我 2015-04-08 01:34:39

today

Riane 2015-04-08 01:35:04

I do understand that. And we will also do our best to help. Have you tried appealing to your case?

我 2015-04-08 01:35:33

Why should i appeal? I have been told that my refund is being processed twice! By Ed and by Carrie

Riane 2015-04-08 01:36:44

I do understand your point here and I can see that your case has already been forwarded by my other colleague too to appeal in behalf of you and I will also make a follow up on this.

我 2015-04-08 01:38:19

No Riane, this has gone on too long, everyone is appealing and i am not getting my money....Can you confirm that my refund is not being processed as i am going to submit my evidence to the Chinese Authorities and also take this to court

Riane 2015-04-08 01:40:59

I do apologize for the inconvenience. And yes, there was no refund confirmed because you have not returned the item. We regret to hear this from our valued customer like you. But we will do our best to have this resolved in our end.

我 2015-04-08 01:41:44

Thank you, i am now going to contact the Chinese Authorities and let them deal with this.

我 2015-04-08 01:42:04

i sick of dealing with it, you guys dont want to help and allow thieves to operate on your site

.....

我 2015-04-11 00:54:08

.

Ed 2015-04-11 00:54:11

Hello.

我 2015-04-11 00:54:25

Hello Ed! You lied to me about my redunf didnt you?

Ed 2015-04-11 00:54:33

May I know why?

我 2015-04-11 00:55:07

I Have a copy of our chat from last time where you said my refund was being processed, since then every advisor that i have spoken to has told me that is not true

Ed 2015-04-11 00:55:38

May I have your order number for this so I can check this for you?

我 2015-04-11 00:56:08

1570482575

Ed 2015-04-11 00:56:51

Thank you.

Ed 2015-04-11 00:57:57

If I got you correctly you where refering for your shipping refund?

我 2015-04-11 00:58:23

no my refund for my entire order of fake goods

我 2015-04-11 00:59:25

Just to let you know i have contacted the chinese embassy here and the british emabassy in Beijing, with my complaint. I am also going to take up legal proceedings against DH Gate for this as well

Ed 2015-04-11 01:00:05

May I have 2-3 minutes to check for more informations for you?

我 2015-04-11 01:00:40

Check that report that you claimed you submitted as well

Ed 2015-04-11 01:01:46

I understand your concern, I already made a report for you and also my team mates already made some follow up reports for you, To be honest We are still waiting for the feedback from our resolution team about your case. Since we already made a report for you.

我 2015-04-11 01:02:25

you made that report 3 weeks ago? What the hell is going on?

我 2015-04-11 01:02:39

Also you told me my refund was being processed 3 weeks ago, so where is it?

我 2015-04-11 01:03:02

is this how you treat customers?? You steal from them?

我 2015-04-11 01:03:31

Who regulates trading and commerce in Beijing?

Ed 2015-04-11 01:04:36

I know that there is nothing I can say now that will make things lighter for you. Even my assurance that I am personally doing something on this. However, I have this goal now to make sure this gets resolved with me that is my guarantee.

我 2015-04-11 01:05:44

hahaha you always say that

我 2015-04-11 01:06:12

cut the crap Ed, why did you tell me my refund was in the 6th day of being processed?

Ed 2015-04-11 01:07:35

May I have 2-3 minutes to check for more informations for you?

我 2015-04-11 01:08:18

sure

Ed 2015-04-11 01:08:24

Thank you.

Ed 2015-04-11 01:11:45

Thank you for waiting.

我 2015-04-11 01:12:27

no problem

我 2015-04-11 01:13:14

so can you answer my question?

Ed 2015-04-11 01:13:50

What will I do here on my end is that I will make a report to our Payment Team so that they can give you the Proof of refund, alright?

我 2015-04-11 01:15:20

if you can do that and your payment team send me proof of refund, i will literally run around my town naked.....since its been 3 weeks an no one replied to your first report, whats the chances that they are going to send me this proof?

Ed 2015-04-11 01:16:59

I understand what you feel about this, That is why I am here to assist you with all the things that I can do. That way our Payment team can send it to us and we will send you your Proof of Refund so that you will have reference with your bank.

我 2015-04-11 01:18:39

Ed i am not angry at you, I am angry at DHGate and at that stupid seller that sold me fake goods....i appreciate your help and everything you say you have done, but nothing has happened its been over a month since i was promised my refund and nothing has been refunded....when can i expect this refund?

我 2015-04-11 01:18:43

or proofgt;?#

Ed 2015-04-11 01:20:18

Thank you so much for understanding, I appreciate alot from you, As much as I want to give you the exact date, but I can't give you false expectations.

我 2015-04-11 01:21:22

ok, so what am i meant to do here? I have been chasing this refund for weeks now, no one seems to know what is happening, advisors keep telling me different stories and nothing is happening

我 2015-04-11 01:21:47

can you tell me how to contact the Authorities in Beijong?

我 2015-04-11 01:21:54

*Beijing

Ed 2015-04-11 01:23:16

I am afraid but I don't have there telephone numbers. And only our Main office is in Beijing China and we are outsourced.

我 2015-04-11 01:24:02

So i should contact the Ministry of Commerce in China then?

Ed 2015-04-11 01:25:46

We do respect and understand your decision.

我 2015-04-11 01:27:01

I will contact them in a few hours as they have an office for IPR infringement and counterfeiting. In addition when can i find out about this proof of refund?

Ed 2015-04-11 01:28:31

I am afraid but I can't give you a specific date to avoid false expectation.

我 2015-04-11 01:29:05

ok, so if you are asking for proof of refund, it means that my refund is being processed yes?

Ed 2015-04-11 01:30:10

Yes that is correct.

我 2015-04-11 01:30:38

when was it first processed?

Ed 2015-04-11 01:31:12

I can see here that our Payment Team proccessed it on 03-15-2015.

我 2015-04-11 01:31:38

ok, so why is it not in my account yet?

Ed 2015-04-11 01:32:32

That is why we are urging our Payment Team so that we will have updates for your refund.

我 2015-04-11 01:33:14

did they not respond to your last report?

Ed 2015-04-11 01:34:13

Yes that is correct. We are still waiting for the feedback from our Payment Team. I and two of my team mates already made a report.

我 2015-04-11 01:34:59

do you have reference numbers for these reports? and why are they ignoring your reports? Thats not very professional

Ed 2015-04-11 01:35:53

Sure. This is your ticket ID that will be your reference for our reports for you 1503155504d67384b75.

我 2015-04-11 01:36:32

brilliant thank you.....why are they ignoring your reports though? That is concerning

Ed 2015-04-11 01:38:09

You are welcome.

Ed 2015-04-11 01:38:29

Rest assured that we are urging our Payment team for you.

我 2015-04-11 01:38:51

what happens if they continue to ignore you?

我 2015-04-11 01:40:40

If you can tell what you will do if they continue to ignore you, i will leave you alone as i can tell you do not want to talk anymore

Ed 2015-04-11 01:41:01

Yes I am here.

Ed 2015-04-11 01:42:07

That is why we are making follow up reports for you.

我 2015-04-11 01:43:02

Ed, if they continue to ignore your reports your going to have to do something else, why cant you phone them or go to their department, i have worked for big companies before and dhgate is not that big, there are many ways to communicate

我 2015-04-11 01:43:37

you cant just continue to do reports if they ignore you, its bad customer service

我 2015-04-11 01:43:53

Ed how would you like to be treated the way i have been treated?

我 2015-04-11 01:44:03

Do you think this is fair?

我 2015-04-11 01:44:36

Say i took \$300+ USD from you and promised to give it back but 2 months later i did not give it back, would you like it?

Ed 2015-04-11 01:44:54

I do understand what you feel about your refund, I do feel what you feel right now, that is why we are urging our payment team for you.

我 2015-04-11 01:46:21

Ed, countless submissions of reports is not urging your payment team. Do you know in my work, when a customer has an urgent problem, i contact the relevant department by phone immediately, if they are not available or they are closed, the minute they open i call, i do not submit reports or i do not email....i call them and speak to them my self

我 2015-04-11 01:46:31

that is how you treat customers urgent situations

我 2015-04-11 01:47:01

so why cant you call them? Or speak to a supervisor?

Ed 2015-04-11 01:49:00

Please do understand that it is still 8:47 am here in China and our normal working days are mon-fri 9am-5pm.

我 2015-04-11 01:49:17

so only 13 minutes left

我 2015-04-11 01:49:44

Ed is a supervisor available

Ed 2015-04-11 01:50:24

I know you want to chat with a supervisor. Let me check this for you.

我 2015-04-11 01:50:53

thank you

Ed 2015-04-11 01:51:21

I have here my manager with me. And he is reviewing our transcripts.

我 2015-04-11 01:51:32

ok

Ed 2015-04-11 01:52:06

He is now monitoring our case and will be personally confirming it with our payment team.

Ed 2015-04-11 01:52:37

Also we will give you an update. May We have your number? So that we can call you if we got updates.

我 2015-04-11 01:52:58

+447775424792

Ed 2015-04-11 01:53:03

Thank you so much.

我 2015-04-11 01:53:04

email me personally

我 2015-04-11 01:53:08

joshua.flann@gmail.com

我 2015-04-11 01:53:20

Are you sure you spoke to your supervisor there?

我 2015-04-11 01:53:26

Can i have their name please

Ed 2015-04-11 01:53:50

My supervisors name is Bryan.

我 2015-04-11 01:54:25

ok cool, and he has the abiliy to call your payment team (not send reports)?

我 2015-04-11 01:55:09

*ability

Ed 2015-04-11 01:55:41

He will be following this up for you personally.

我 2015-04-11 01:56:00

how do i contact him if i need him?

Ed 2015-04-11 01:56:39

You can contact through me or you can message us through DHgate messages or Call us.

Ed 2015-04-11 01:56:55

And the same time I will personally call you if we got updates.

我 2015-04-11 01:57:50

ok thank you Ed, i think your shift is nearly finish and i will let you get on....i will be in contact in a couple of days time, as previously mentioned though i will be making complaints to the Authorities in Beijing about this

.....

我 2015-04-14 17:18:11

So what can we do to get this sorted then? because this is a really poor way to treat a customer

我 2015-04-14 17:18:12

why have i been cut off??

Jonemie 2015-04-14 17:18:13

Hi.

我 2015-04-14 17:18:25

Can you transfer me back to Nadenne please our chat got cut off

Jonemie 2015-04-14 17:18:36

Let me check on her for you.

我 2015-04-14 17:18:44

cheers

Jonemie 2015-04-14 17:19:19

Nadenne is on break right now but not a problem, I am here to help you. What seems to be the problem?

我 2015-04-14 17:20:36

i was just speaking to her two seconds ago....i am not repeating myself again, i have been dealing with this issue since March 3rd and have repeated myself many many many times and i am not doing it again. Is your Bryan available

Jonemie 2015-04-14 17:21:18

I can understand that must make you feel upset and we will work toward fixing this situation for you.

Jonemie 2015-04-14 17:21:25

Bryan is also not available.

我 2015-04-14 17:21:41

Ed?

Jonemie 2015-04-14 17:21:48

Is this for order number 1570482575

我 2015-04-14 17:21:55

thats correct

Jonemie 2015-04-14 17:22:06

Yes, is not yet here but he will be here after 2 hours.

我 2015-04-14 17:23:19

i was told i would be refund on the 03/03/2015 by Carrie, then no refund was processed, so i have been in contact to be told that my refund was processed, then told it has not been processed, then it has....I want my money back because i was scammed, DH Gate promised me my refund and it has not happened this is getting beyond a joke

我 2015-04-14 17:23:25

1503155504d67384b75

我 2015-04-14 17:23:30

Ed raised the above ticket

我 2015-04-14 17:23:52

Nadenne told me that my case has been escalated many times but no one has replied

Jonemie 2015-04-14 17:23:58

Let me check on that if there is any update..

我 2015-04-14 17:27:34

Just to make you aware, i contacted the Chinese Embassy in the UK with regards to this matter, they have advised me to report DH Gate to "China Council for the Promotion of International Trade" (CCPIT) in Beijing to look into this matter

Jonemie 2015-04-14 17:28:27

If I may ask, have you received this item?

我 2015-04-14 17:28:43

what item?#

Jonemie 2015-04-14 17:29:31

Order number 1570482575.

我 2015-04-14 17:29:48

Yes i did, and they were counterfeit fakes that did not work

Jonemie 2015-04-14 17:30:21

Alright. Thank you for that information.

Jonemie 2015-04-14 17:30:27

The best thing to do as of the moment is to message the seller "I agree to refund you \$****". After that, we will then be the one to facilitate your refund for you. Please use DHgate inbox in communicating with your seller so we can monitor your communication, okay?

我 2015-04-14 17:31:00

Why would i refund the seller?

Jonemie 2015-04-14 17:31:33

What I mean is you need to message the seller like "I agree to refund you \$****"

我 2015-04-14 17:32:39

just did that

Jonemie 2015-04-14 17:33:02

And have they responded?

我 2015-04-14 17:33:47

no, i have just sent the message, i dont understand why "i would refund the seller?"

Jonemie 2015-04-14 17:34:15

What I will do for you is to make a report and send it to our Seller Team so they can help you in contacting your seller for you. They will be sending you an email to your DHgate inbox so just check for it, okay?

我 2015-04-14 17:35:22

how is this going to help? The seller is never going to refund my money, he is a scammer.

我 2015-04-14 17:35:50

Jonemie, do you know how many hours of my own time i have wasted chasing my refund?

我 2015-04-14 17:36:04

Do you guys even care that i have been conned out of \$390?

我 2015-04-14 17:36:27

Is a supervisor available?

Jonemie 2015-04-14 17:36:44

I know that there is nothing I can say now that will make things lighter for you. Even my assurance that I am personally doing something on this. However, I have this goal now to make sure this gets resolved with me that is my guarantee.

我 2015-04-14 17:37:40

Yes Ed, Nadenne, Bryan, and someone else has sent me that exact same paragraph, please do not send me pre-written messages

我 2015-04-14 17:38:38

Is your supervisor available?

Jonemie 2015-04-14 17:39:42

Let me check on it for you.

Jonemie 2015-04-14 17:41:12

I will be transferring you to our Supervisor right now. Hold on.

我 2015-04-14 17:41:28

thank you

Victor 2015-04-14 17:44:03

Hi, This is Victor. How can I help you today?

我 2015-04-14 17:44:22

can you confirm that you are the supervisor?

Victor 2015-04-14 17:45:48

Yes I'm the floor supervisor. Can you tell me more about your concern so that I can further assist you.

我 2015-04-14 17:47:20

Well Victor, with regards to order ID 1570482575, I was told that I was getting a refund for this order on the 3/3/2015 by a Carrie in your dispute team, this never happened. So since the 15th March I have been chasing my refund, many escalations have been made to your analyst who has failed to respond.

我 2015-04-14 17:47:32

I have been told that my refund has been processed and it has not

Victor 2015-04-14 17:47:42

That's quite concerning but I will stay with you until we get this sorted out. Let me help you with this.

我 2015-04-14 17:48:04

I have reported my case the the Chinese Embassy and the the hina Council for the Promotion of International Trade

Victor 2015-04-14 17:48:26

Can you send me a screenshot on the email that you received from Carrie that shows you will be refunded?

我 2015-04-14 17:49:25

did you get it?

Victor 2015-04-14 17:49:57

No I didnt received anything.Can you double check on it.

我 2015-04-14 17:50:11

its attached above

我 2015-04-14 17:50:29

its in the chat sent 17:48:50

Victor 2015-04-14 17:50:57

Can you please send it again because i can't able see the attachment.

我 2015-04-14 17:51:36

sent again

我 2015-04-14 17:53:17

do you have an email i can send it to?

Victor 2015-04-14 17:53:29

Joshua I still didnt get it can you make sure that it will send it properly?

我 2015-04-14 17:53:49

it was sent properly its in the chat

Victor 2015-04-14 17:55:15

I didnt received anything but not a problem Joshua,Here's what we going to do now.I will make a report for thsi to our resolution team so they can check on it again and at the same time I advice please send the screenshot through oue message support.

我 2015-04-14 17:55:55

do you have an email i can send the picture too, there has been to many reports made and no one has replied to them according to Ed, Nadenne and Bryan

Victor 2015-04-14 17:56:33

And Joshua I can also see here that the payment was released to the seller because you didnt able upload the return tracking number.

我 2015-04-14 17:57:54

as i explained a million times to your agents and dispute team, 1) I was not going to pay £75 to return fake goods to china, i already made huge losses on buying this crap, 2) it is illegal in the UK to Ship or Distribute counterfeit items, if i was caught posting that i could be fined

我 2015-04-14 17:58:56

however after all that i was still promised my refund and i was told many times that my refund would be honoured

我 2015-04-14 17:59:03

which it hasnt

我 2015-04-14 17:59:31

do you know who the, China Council for the Promotion of International Trade are?

Victor 2015-04-14 18:01:04

Okay I completely understand that you are disappointed about this Joshua please do undertstand that the decision of the dispute is for return and refund.

我 2015-04-14 18:01:32

so your asking me to break the law for my refund?

我 2015-04-14 18:02:40

i have just emailed the "China Council for the Promotion of International Trade" witha complaint about DH Gate, i have also sent them evidence of the Fake Goods, the Copy of the email Carrie sent and the all the Chat transcripts i have

我 2015-04-14 18:03:50

I will start legal proceedings against DH gate, this is getting beyond a joke, how you are allowed to treat customers like this is ridiculous

Victor 2015-04-14 18:05:16

Joshua I know you are disappointed about this Joshua upon checking the dispute log I can see here that the decision of the dispute is for full refund and you will ship the item back but what I can see here that you were not able to ship the item back.

我 2015-04-14 18:05:47

YES BECAUSE IT IS ILLEGAL IN THE UK TO SHIP COUNTERFEIT ITEMS!!!!

Victor 2015-04-14 18:07:05

Okay Joshua what Im going to do now i will make a report for this to our resolution team and also to Carrie so they can check on this.

我 2015-04-14 18:07:31

http://www.dhl.co.uk/en/express/shipping/shipping_advice/prohibited_commodities.html

我 2015-04-14 18:07:50

<https://www.gov.uk/government/news/border-force-protects-uk-public-from-fake-goods-this-christmas>

Victor 2015-04-14 18:08:06

Okay Joshua I will make a report for this to our resolution team so they can check on this.

我 2015-04-14 18:08:41

your resolution team has not replied to any other reports your live chat agents have raised since March 15th, so why would they reply to you?

我 2015-04-14 18:08:48

Bryan raised a report the other day

我 2015-04-14 18:08:52

no reply

我 2015-04-14 18:09:00

Nadene made a report, no reply

我 2015-04-14 18:09:06

Ed has made many reports

我 2015-04-14 18:09:08

no reply

Victor 2015-04-14 18:09:18

Rest assured Joshua I will make a report for this one so they can check on this and make a report for this to our resolution team.

我 2015-04-14 18:10:12

No its Ok Victor im fed up with DH Gates report system, no one replies and this goes around in a circle. I starting legal proceedings against DHGate