

# Returns Guide

When you're reselling, dealing with disputes and returns is just part of the game. Since you're working with replicas, it's not a matter of if you'll get a dispute—it's when. This guide gives you the tools and strategies to handle returns, chargebacks, and complaints. Whether you're selling online or meeting buyers in person, this information will help you handle different situations while keeping your reputation and safety intact.

## Disputes on Online Platforms

On online marketplaces, there are a few things you should always keep in mind when a dispute is opened against you.

- **eBay Disputes:** Don't bother trying to win disputes here. Even if the buyer claims the item is fake and you present your side, eBay almost always sides with the buyer. They will be allowed to return the item, and there's nothing you can really do to stop it.
- **Vinted and Similar Marketplaces:** On Platforms like Vinted give you more room to fight back. If you have a receipt or certificate showing the item is legit, submit it immediately. Their internal team will handle the case, and you have a decent chance of winning.
- **PayPal Disputes:** PayPal disputes are similar to eBay's, but slightly more flexible. If you have proof like a RealAuthentication certificate, you may be able to win the claim. Just know that fighting it is risky—while you could get your money back, you could also end up with your PayPal account frozen. I've won multiple claims by staying calm and submitting strong, convincing evidence.

## What Kind of Evidence Should You Submit?

Receipts are essential. Without one, your chances of winning a dispute are near zero. Use real-looking receipts—preferably physical ones printed thermally. Avoid using email receipts; they're too easy to fake and rarely trusted.

Good packaging and presentation also help. Most platforms ask the buyer for photos during the dispute process. If your item looks clean, well-packaged, and authentic, that goes a long way. Dispute teams have some understanding of what to look for.

Lastly, stay calm and confident. Don't act defensive or aggressive. Be composed, as if the item is obviously legit. When you sound confident and have your evidence ready, you improve your chances a lot.

## Disputes on Offline Platforms (Meetups)

When deals happen offline, like through direct messages, in-person meetups, or private bank transfers, you need to assess your exposure:

- What does the buyer know about you?
- Were you paid in cash?
- Did you use your personal details?
- Did you ship from your own address?

Offline disputes are more serious. There's no middleman like PayPal or Vinted to mediate. The buyer decides how far they want to take things. Legal trouble is rare, but not impossible. How you handle these depends on what the buyer knows and how well you've protected yourself.

### Handling Cash Payments

#### Scenario 1: Cash Payment, No Personal Info Shared

If you were paid in cash and didn't share your real name, phone, or address—and you used a burner number or stealth setup—you're in a strong position. You can likely ignore any dispute. There's no proof the item is fake or that you're the seller. Most buyers can't do anything in this case.

#### Scenario 2: Cash Payment, Personal Info Shared

If you used your real name, phone, or gave ID during the meetup, the buyer might try to confront you. In this case, it's safer to just refund the money. But avoid meeting again in person—send the refund through PayPal or a stealth bank account. You never know what kind of reaction someone might have if they feel scammed.

### Handling Bank Payments

#### Scenario 1: Bank Payment, Shipped from Alternate Address

If the bank account is under a different name and the package came from an unrelated address, you can usually ignore any complaints. There's no strong link between you and the transaction. Still, be careful—delete your accounts and messages on local selling platforms just in case.

#### Scenario 2: Bank Payment, Shipped from Your Own Address

If the payment went to your personal account and you used your home address for shipping, you're exposed. In this case, protect yourself and avoid legal escalation by refunding the buyer. Keep things polite and professional, and never take risks over a single sale.

## Preventative Measures

The best way to avoid disputes is to prevent them in the first place. That starts with your listings. Make sure they're detailed and honest. Use clear, high-quality photos and describe the item properly. This is the first thing dispute investigators look at. If your photos and description match the product exactly, it helps your case a lot.

Second, keep your selling accounts in good standing. Positive reviews go a long way in building trust. If a buyer sees that you've handled dozens of successful sales with happy customers, they'll be less likely to question authenticity or escalate problems.

Good communication also matters. Be polite, responsive, and clear. If a buyer has concerns, talk to them. Sometimes you can offer a partial refund or resolve things before a full dispute even starts. It's always better to keep a buyer happy than to fight a chargeback.

## Overview

This guide is short for a reason: the goal is to avoid needing it. Disputes are a reality in this business, but they shouldn't be the norm. Your job is to minimize them through good habits, smart systems, and strong presentation.

When disputes do happen, weigh the situation carefully. If the buyer knows enough to cause real problems—like your real name or address—it's often best to give the money back and move on. It's a small loss now that could save you from a big one later.

And always remember: in a dispute, you're technically in the wrong. If the buyer doesn't have the evidence or courage to push it further, and you're willing to carry the risk, you can hold your ground. But in the long run, your business survives on good feedback, repeat customers, and trust. Protect your reputation. That's what makes The Program work.