

Customer admitted to filing a fraudulent chargeback in revenge for us refusing to do further business with him.

On Aug 2, 2016, we had the first altercation with Hassen Dagher. He placed an order and less than 24 hours later he demanded it to be shipped the same day, or he would cancel the order. The reason we did not ship yet is because PayPal told us they found the transfer suspicious and were temporarily withholding it. *We asked Mr. Dagher not to be rude or make unreasonable demands in the future, or we would decline further orders.*

On May 5, 2018 we had a second altercation with Dr. Hassen Dagher. We'd sent him a trackable shipment and it ended up at his local post office because they claimed he provided an incomplete address, but he never bothered to pick it up or schedule a redelivery. Mr. Dagher demanded an immediate refund, even though we said we'd first need to see evidence it was on its way back to us, because the tracking info still stated it would be redelivered. Mr. Dagher again demanded an immediate refund ("I've waited long enough") and also objected to us charging him our cost of re-shipping when we'd receive the shipment back.

When we told him that clawing the money back through a payment dispute would lead to blacklisting as per our T&C, he said in that case he'd cause as much damage as he could by defaming us online, because in that case he'd consider us to be criminals. *Hassen Dagher again threatened to damage our reputation unless we would immediately refund him, so we refunded him.*

On August 27, 2018 we had our third altercation with Hassen Dagher. He complained that we'd blocked his account for further purchases. We had done so for his rudeness, his premature demands for a refund and his threat to defame us online. But of course we wanted to prevent another such situation from occurring. We explained that to him. Mr. Dagher then said that we were criminals. He said that in addition to being criminals, we were also rude, insulting and unprofessional. We responded with: *"I will now re-enable you in our system but please do not insult us or treat us rudely again."*

Our fourth altercation with Hassen Dagher stretched from September 28, 2018 to October 23, 2018. It started with him demanding a tracking number for his shipment, since we were late providing it. We responded that a replacement dispatch worker had put his order on hold because it had seemed he'd ordered the wrong items. We profusely apologized and sent him for a large amount of money extra items as compensation, in addition to his original order.

Hassen Dagher, when his original order arrived, called us liars and demanded an immediate refund for his entire purchase, because our gift to him was not included so he concluded we had lied about sending it. When we explained it was sent separately, he said that we were liars and said he'd dispute the charge (nearly \$400) unless we'd refund him immediately. We replied that we'd consider that theft and that we'd publicly blacklist as per our T&C that he'd explicitly agreed to. Then on October 21, Dagher again twice repeated that we were rude liars and criminals.

We again responded that a chargeback for his order would be considered fraud and that we would publicly blacklist him, according to our policies he'd agreed to. He responded by saying he would

move Heaven and Earth to wipe our company off the face of the planet, that's he'd file federal charges for cyberbullying, that we were criminals, that he'd shut us down on the international banking level, that he would unleash the full force of the United States onto us, etc. etc. He then filed a fraudulent chargeback dispute for \$ 363, stating our merchandise was "not as described".

Registered mail shipment CS058827492CZ



ALL-IN-ONE PACKAGE TRACKING

17 All(1) Not Found(0) In Transit(0) Pick Up(0) Undeliver... (0) Delivered(1) Alert(0) Expired(0)

CS058827492CZ Delivered (11 Days) Czech Republic Czech Post United States USPS 2018-10-15 17:31 ASPEN, CO 81611, Delivered, Left with Individual -> Your item was delivered to an in

Destination : United States - Tracking consuming: 429 ms

- ◆ 2018-10-15 17:31 ASPEN, CO 81611, Delivered, Left with Individual -> Your item was delivered to an individual at the address at 5:31 pm on October 15, 2018 in ASPEN, CO 81611.
- ◇ 2018-10-15 06:53 ASPEN, CO 81611, Arrived at Unit
- ◇ 2018-10-14 07:05 DENVER CO NETWORK DISTRIBUTION CENTER, Departed USPS Regional Facility
- ◇ 2018-10-13 07:35 DENVER CO NETWORK DISTRIBUTION CENTER, Arrived at USPS Regional Facility
- ◇ 2018-10-12 00:00 In Transit to Next Facility
- ◇ 2018-10-11 14:56 METRO NY DISTRIBUTION CENTER, Departed USPS Regional Facility
- ◇ 2018-10-11 14:56 METRO NY DISTRIBUTION CENTER, Arrived at USPS Regional Facility
- ◇ 2018-10-11 05:25 ISC NEW YORK NY(USPS), Processed Through Facility
- ◇ 2018-10-06 14:00 Origin Post is Preparing Shipment
- ◇ 2018-10-06 14:00 CZECH REPUBLIC, PRAHA 120, Processed Through Facility
- ◇ 2018-10-05 16:52 CZECH REPUBLIC, PRAHA 120, Processed Through Facility
- ◇ 2018-10-05 16:49 CZECH REPUBLIC, Acceptance

Origin : Czech Republic - Tracking consuming: 350 ms

- ◇ 2018-10-15 00:00 The consignment was delivered in the destination country.
- ◇ 2018-10-11 00:00 The consignment was accepted by post office of exchange in the country of destination.
- ◇ 2018-10-06 00:00 The consignment was sent to the destination country.
- ◇ 2018-10-05 00:00 17000, Praha 7, The consignment was sent for transportation.
- ◇ 2018-10-05 00:00 Receipt of data about consignment.

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