

Abraham Cho /Trustpilot libel case

Libeler:

ABRAHAM CHO
3640 WILSHIRE BLVD
APT 335
LOS ANGELES CA 90010
UNITED STATES

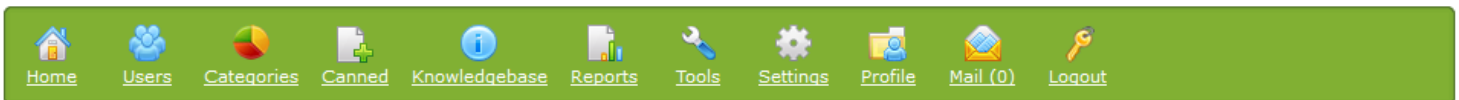
Publisher(s) of the libel:

TrustPilot, Inc.
245 Fifth Avenue, 4th floor
New York, NY 10016

TrustPilot Denmark
Pilestræde 58 1112
Copenhagen K
Denmark

TrustPilot UK
7th Floor, 1 St Martin's Le Grand
London EC1A 4NP

Abraham Cho confirms in our support ticket system he was refunded by us for his purchase on October 6, 2018 and asks us why we refunded him and blocked him from making further orders. We explained that this was due to him not receiving our emails:



payment problem

Tracking ID: MUD-4ZX-QV2V
Created on: 2018-10-05 21:20:52
Ticket status: Resolved [Open ticket]
Updated: 2018-10-07 12:04:42
Category: Payment problem - please help
Replies: 11
Priority: Low
Last replier: Administrator
Owner: Administrator

Change status to -- Click to Select -- [Go]
Move ticket to -- Click to Select -- [Go]
Change priority to -- Click to Select -- [Go]
Assign to -- Click to Select -- [Go]

Notes: + Add note

Date: 2018-10-05 21:20:52
Name: abraham cho
Email: abrahamcho85@gmail.com
IP: [69.84.10.38](#)

Message:
Hi I made an order Invoice # 125033806 in the amount of (210.00 USD), but I was refunded the next day. It also says my account is blocked now. Can you please help me with this

Show suggested articles

Date: 2018-10-05 21:44:41
Name: Sarah Vaughter

Message:
Hi Abraham,
Yesterday, you mentioned that you were not receiving our emails. In our support system, I replied that we gave you until today to solve the issue with your junk filter, and that if you would not get back to us about that, we'd cancel and refund your order.
You did not get back to us, so we had to assume you were not getting our emails, so we were totally unable to communicate with you, and due to the risk of a chargeback, we had no other choice but to refund you.
And of course due to again the risk that this would happen again - another order by a person we can not communicate with and again the risk of a chargeback, we had to prevent you from making further orders.
Best regards,
Sarah

A lengthy conversation follows, in which Mr. Cho tells us he "did not care to bother" letting us know he eventually did locate our email in his junk mail folder, and we eventually reply that we will not accept him as a customer for that reason. Mr. Cho angrily responds by threatening to tarnish our reputation as thoroughly as he can, online:

Our reasoning is that people with such issues as yourself - unable to receive email, unable to follow simple instructions/requests, that they may fail to fully read and comprehend the rather complex instructions for self-treatment with our medical devices.

So to protect our company, we will decline further orders from you, I am sorry. 

Best regards,

Sarah

Date: 2018-10-05 23:04:05

Name: abraham cho



Message:

It was a simple oversight. The fact that a potential customer gets banned because of an email that was sent to a junk folder is beyond ridiculous. Your customer service is horrendous. Thank you for also wasting my time. Your business is both irrational and condescending. Insinuating I will not be able to follow instructions because I did not respond to an email in my junk folder. Considering I am a licenced resident Physician I am sure I will be able to follow the instructions of your device. I will be leaving reviews about this experience on several websites including reddit, essentialdayspa, hairlosstalk, longcity and acne.org. Cheers 

Indeed, five days later, when our refund was deposited onto his bank account, his money returned, he felt it safe to lie on TrustPilot, a website that extorts money from sellers to give them easier options to remove libelous "reviews" that they encourage, facilitate and refuse to remove. Mr. Cho on October 10, 2018 publicly knowingly falsely claimed, with intention to cause maximum financial damage to our company by tarnishing our reputation that we never refunded him and thus criminally defrauded him of the money he paid to us:

The screenshot shows the TrustPilot dashboard interface. On the left is a dark sidebar with navigation options: Dashboard, Collect Reviews, Service Reviews (highlighted), Integrations, Marketing Assets, Analytics, Product Reviews, Company Profile, Support Center, and Labs. The top navigation bar includes 'Getting started' with a progress indicator (1/5), a notification bell with '2', and the user profile 'owndoc.com' with an 'info' dropdown. Below the sidebar, the main content area is titled 'Service Reviews' and contains a list of reviews. A red review by 'Abraham Cho' is shown with a 1-star rating. The review text reads: 'Horrible!!! DO NOT ORDER !!! SCAM ALERT !!! Never Sent Item. I Lost \$200. Responds to emails in threatening and condescending ways. Avoid Owndoc like the plague!!'. To the right of the review, it says 'a day ago' and 'Reference number: Source: Organic'. Below the review is a yellow response box from 'Owndoc' dated '11 October 2018'. The response explains that the review was reported for containing offensive language and provides a 'Public version of your report' which is a detailed public statement from Owndoc refuting the claims and offering to provide proof of a refund.

Trustpilot

Getting started 1/5 owndoc.com info

Dashboard Service reviews Export reviews Set up ref number

Collect Reviews

Service Reviews

Integrations

Marketing Assets

Analytics

Product Reviews

Company Profile

Support Center

Labs

Service Reviews

Horrible!!

Abraham Cho

Horrible!!! DO NOT ORDER !!! SCAM ALERT !!! Never Sent Item. I Lost \$200. Responds to emails in threatening and condescending ways. Avoid Owndoc like the plague!!

a day ago
Reference number:
Source: Organic

Owndoc reported this review 11 October 2018 for the following reason(s):

- The review contains offensive language that is accusatory, defamatory, violent, coarse, sexist or racist.

Learn more about our [reporting procedures](#).

Public version of your report:

Libel (accusing us of a criminal offense, that we are thieves and scammers who stole \$200 from him). We have the full history of this customer and can prove we refunded the money he accused us of stealing. We remind TrustPilot again, as we have done many times before, that if this "review" is republished, that we will without any further delay, discussions or reports sue TrustPilot, since TrustPilot in the past kept refusing to remove clearly maliciously libelous, fake "reviews". We will present proof of refund and the entire communication history with Mr. A***** C**, if requested by TrustPilot.

Help

However, we have proof that we refunded him on October 5, 2018.

BlueSnap

ACCOUNT ACTIVITY
Dashboard
Reports

TRANSACTIONS
Pending Orders
Find a Transaction
Issue Refund

PRODUCT CATALOG
Products
Coupons
Licenses

CHECKOUT PAGE
Page Design
Payment Methods

INTEGRATIONS
Google
PayPal
Apple Pay

Approved Order Search again

ORDER REFERENCE . 125033806 from 10/04/2018 16:50

Supplier	Product	Quantity	Total	Refunds	Chargebacks
Gromako Data and Services Ltd	OWND0C-VAUGHTERWELLN (3467720)	1	210.00	-210.00	
Order Total (Paid via Visa : XXXX-XXXX-XXXX- 6914 - BANK OF AMERICA, N.A. (UNITED STATES))			210.00	-210.00	-

Order has been fully refunded.

Events

Event Type	Amount	Date Time	Refund Reason
REFUND	-210.00	10/05/2018 11:55	Per your instructions
CHARGE	210.00	10/04/2018 16:50	

Suppliers' Contact Information

Supplier	Website	Technical Support	General
Gromako Data and Services Ltd	http://owndoc.shop/	http://owndoc.com/support	

Resend:

[Search again](#) [Contact customer](#) [View invoice](#) [Go to refunds](#)

Invoice & Account Changes

Change customer email: [Search by Email](#)

[Customer Self-serve Order Information Page](#)

Account Information

Blue Snap Account Id:	88709840		
Merchant Transaction ID:	120247		
Blue Snap Username:	1538697706587244264811033611169	<input type="button" value="Send Reset Password"/>	
Name:	abraham cho		
Address:	CA 90010 United States	Shipping Address:	CA 90010 United States
Email Address:	abrahamcho85@gmail.com	Invoice Contact Information:	abraham cho CA, 90010 United States Email: abrahamcho85@gmail.com

Web Request Information

Remote Host:	69.26.150.244
Ip Address:	69.26.150.244
Country by ip Address:	United States
Referrer Page:	Unknown
Original Referrer:	Unknown