

Good afternoon, dear PayPal team!

I am Alexey Novikov, and contacting you in connection with a claim received on 02.02.2021. from Hoss A Sabri.

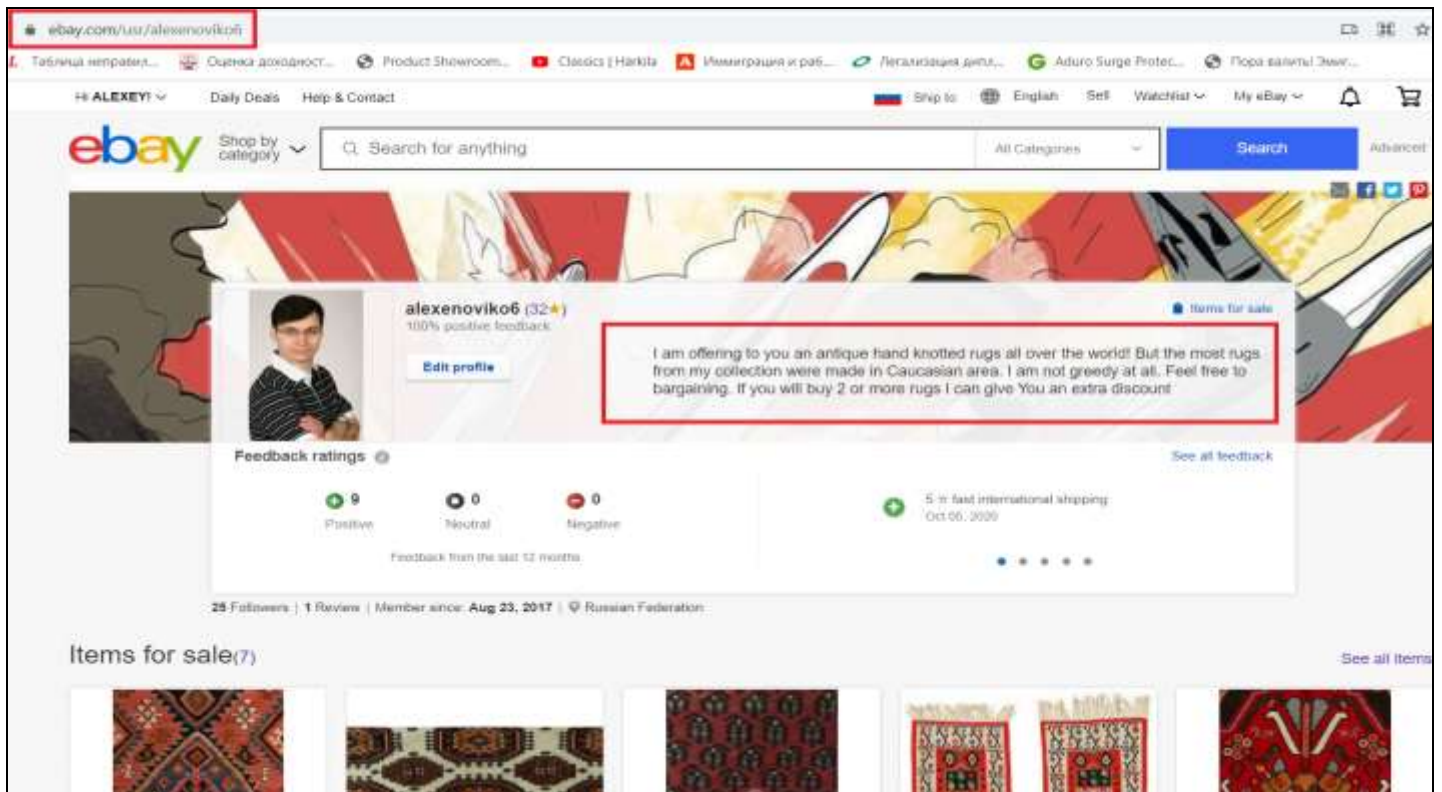
I ask you to consider my arguments on the case: PP-D-101162272

- Buyer's name: Hoss a sabri
- Buyer's email address: sabrihoss@yahoo.com
- Buyer Transaction Code: 27Y63618L9490741J
- Your operation code: 03M47742YS866320J
- Date of operation: September 16, 2020
- Transaction amount: 1,120.17 USD

Disputed amount: USD 1,120.17

On my main page (account) in the EBAY system <https://www.ebay.com/usr/alexenoviko6> I contact a wide range of people interested in buying antique carpets with the following information:

«...I am offering to you an antique hand knotted rugs all over the world! But the most rugs from my collection were made in Caucasian area. I am not greedy at all. Feel free to bargaining. If you will buy 2 or more rugs I can give You an extra discount...» (See picture # 1)



The screenshot shows the eBay profile page for user alexenoviko6. At the top, the browser address bar shows 'ebay.com/usr/alexenoviko6'. The profile banner features a colorful abstract background and a red-bordered text box with the following text: 'I am offering to you an antique hand knotted rugs all over the world! But the most rugs from my collection were made in Caucasian area. I am not greedy at all. Feel free to bargaining. If you will buy 2 or more rugs I can give You an extra discount'. Below the banner, the profile information includes 'alexenoviko6 (32)', '100% positive feedback', and an 'Edit profile' button. Feedback ratings are shown as 9 Positive, 0 Neutral, and 0 Negative. A badge indicates '5 yr fast international shipping' starting from Oct 06, 2009. The 'Items for sale' section displays seven different patterned rugs.

Picture # 1

That is, when selling two or more carpets to a buyer, I always provide a significant discount. At the same time, the more carpets and rugs a customer buys, the more discount I provide.

The buyer “**ceichore**” made the following offer for the wholesale purchase of 7 carpets through ebay's "Bid" feature, namely:

1. Hand Woven Antique Azerbaijan Sumak Soumak Sumac Caucasian Rug

(Item ID: 164126767780)

- Initial Price (Buy Now Price): \$ 1,500.00
- Offer price: \$ 1,000.00
- **Discount 33.33%**

2. Hand Woven Antique Kuba dated Sumak Soumak Sumac Kilim

(Item ID: 164143619924)

- Initial price (Buy Now Price): \$ 750.00
- Offer price: \$ 500.00
- **Discount 33.33%**

3. Hand Woven Antique Sumak Soumak Sumac Kilim Caucasian Rug

(Item ID: 163931571069)

- Initial price (Buy Now Price): \$ 650.00
- Offer: \$ 450.00
- **Discount 31%**

4. Hand Woven Antique Sumak Soumak Sumac Kilim Caucasian Rug

(Item ID: 163931577968)

- Initial price (Buy Now Price): \$ 690.00
- Offer: \$ 500.00
- **Discount 27.53%**

5. Hand Woven Antique Sumak Soumak Sumac Kilim Caucasian Rug

(Item ID: 163931586389)

- Initial price (Buy Now Price): \$ 1,200.00
- Offer: \$ 850.00
- **Discount 29.1%**

6. Dated 1974 Azerbaijan Sumak Soumak Sumac Kilim Caucasian Rug

(Item ID: 163934643453)

- Initial price (Buy Now Price): \$ 550.00
- Offer: \$ 450.00

- **Discount 18.2%**

7. Hand Woven Antique Dagestan Sunduk Soumak Sumac Caucasian Rug

(Item ID: 164143644405)

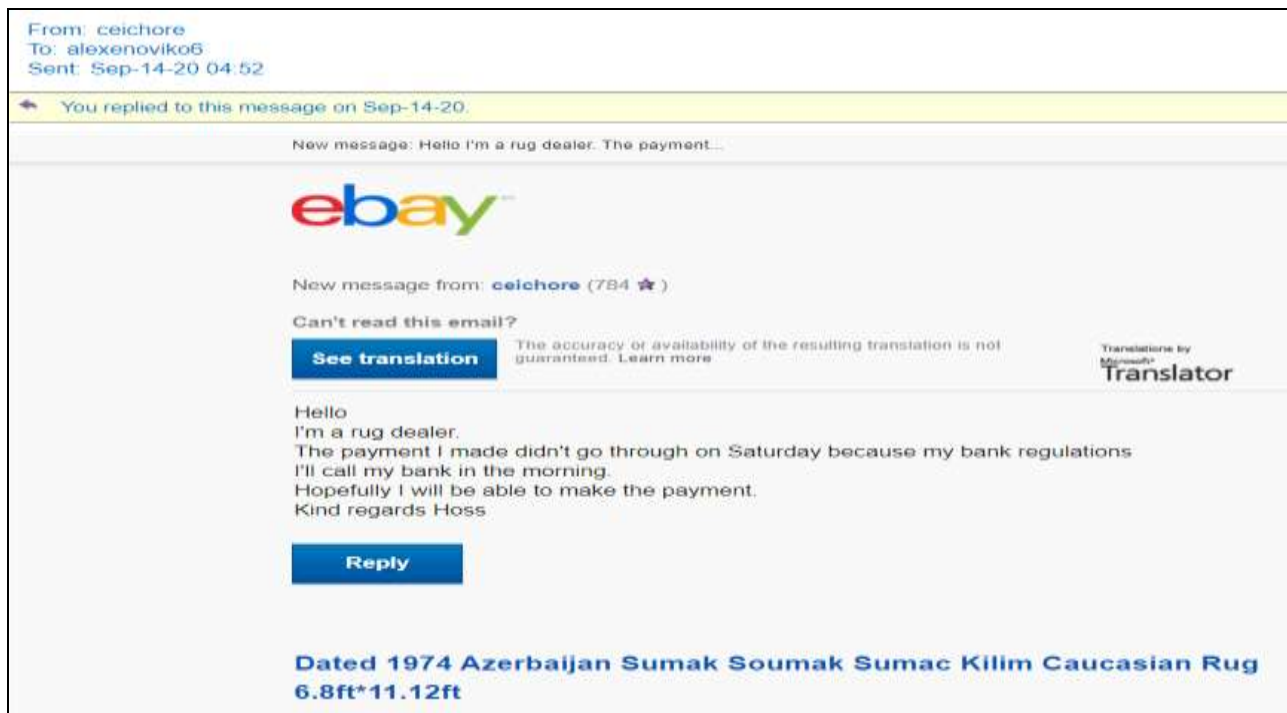
- Initial price (Buy Now Price): \$ 800.00
- Offer: \$ 550.00
- **31.25%**

The total discount was \$ 1840.

I would like to draw your attention to the fact that this discount amount, on average 29.34% for each carpet product, was provided to the buyer (ceichore) only on condition that he fulfilled his obligations regarding the number of purchased carpets, i.e. when he buys all 7 (seven) carpets.

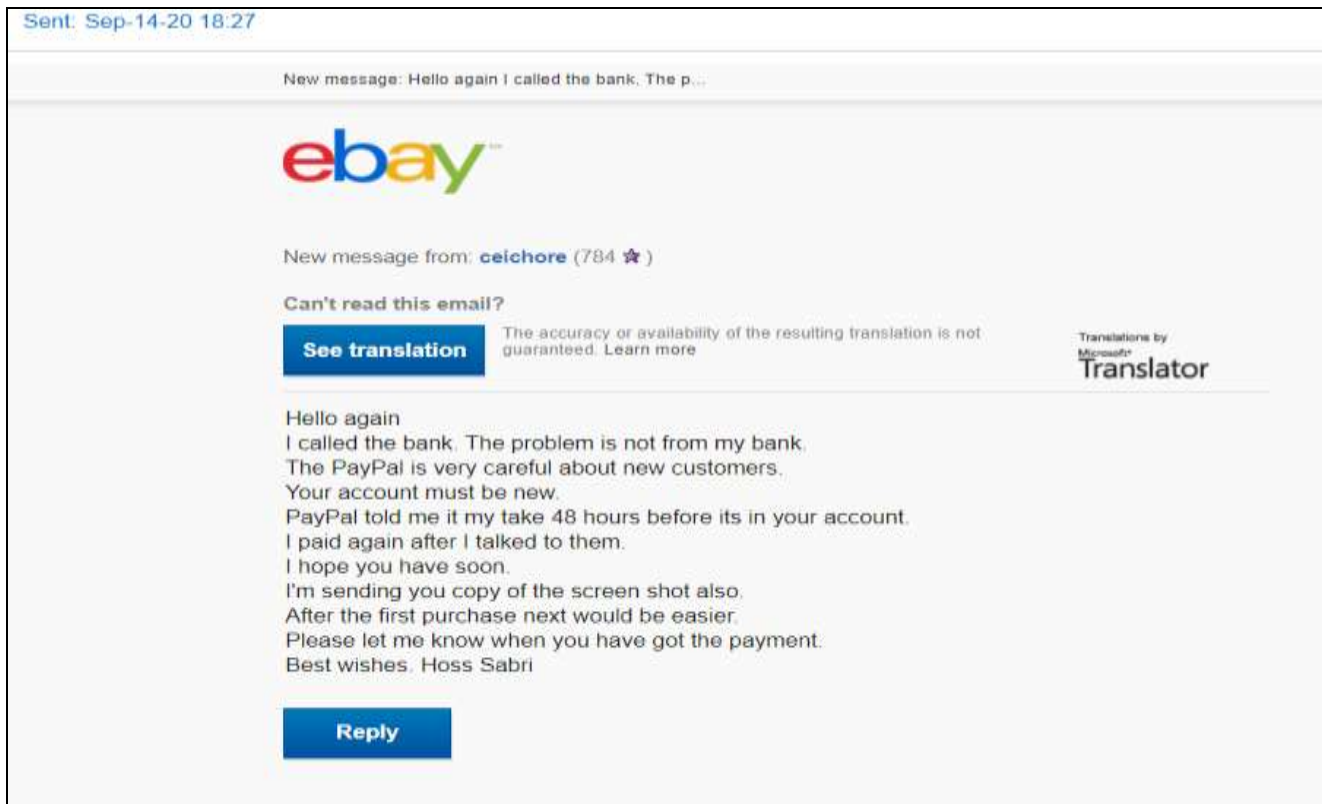
During the transactions, PayPal, according to the buyer, had doubts about the legality of the transaction, and the PayPal payment system rejected the buyer's payment. The buyer informed me about this in two letters on September 14, 2020:

1. "...Hello I'm a rug dealer. The payment I made didn't go through on Saturday because my bank regulations I'll call my bank in the morning. Hopefully I will be able to make the payment. Kind regards Hoss..." (see picture # 2)



Picture # 2

2. "...Hello again I called the bank. The problem is not from my bank. The PayPal is very careful about new customers. Your account must be new. PayPal told me it my take 48 hours before its in your account. I paid again after I talked to them. I hope you have soon. I'm sending you copy of the screen shot also. After the first purchase next would be easier. Please let me know when you have got the payment. Best wishes. Hoss Sabri..." (see picture # 3)



Picture # 3

The buyer "ceichore" has assured the PayPal US office and bank of his reliability. After receiving this assurance, the first payment was made.

Please note that Hoss Sabi's page <https://www.ebay.com/usr/ceichore> states that he has been an eBay member since 2005 "... .Based in United States, ceichore has been an eBay member since Aug 05, 2005 ... "and based on the analysis of reviews on his ceichore page and there are about 799 of them, we can conclude that the ceichore buyer actively sells and buys carpets all over the world **(including in countries with an undeveloped banking system)**, and do this it is impossible without active use of the PayPal payment system.

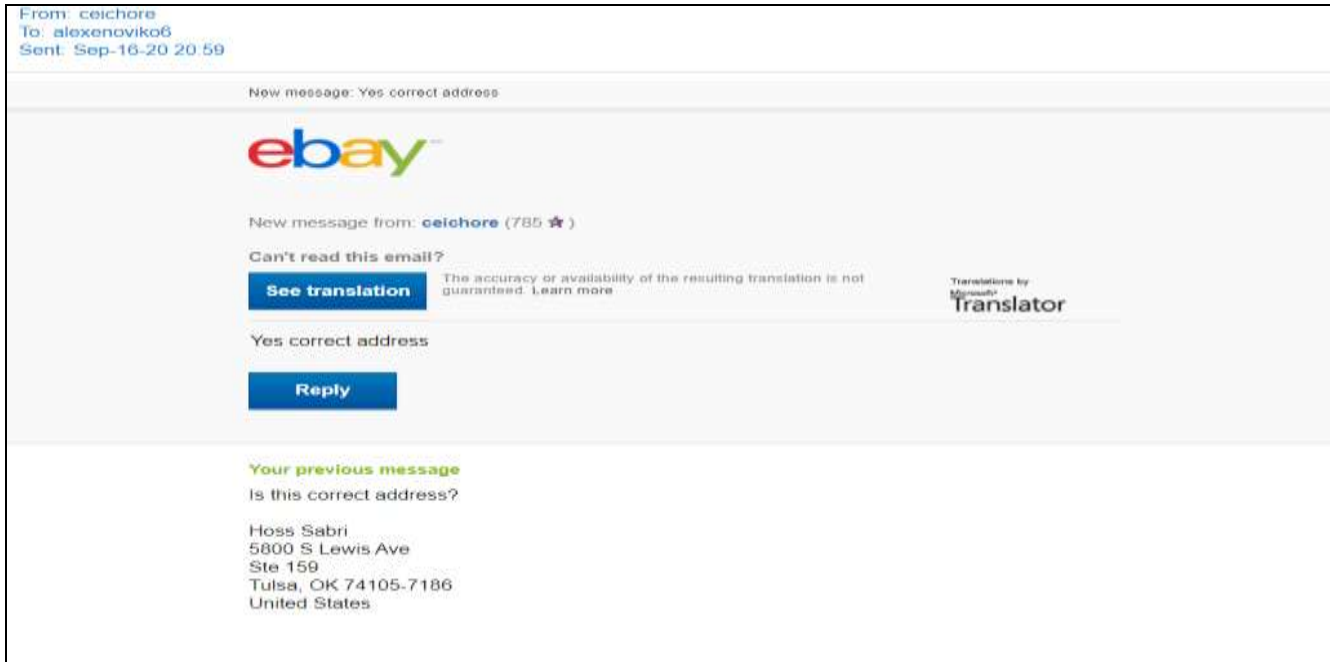
Therefore, it is not clear, for some purpose, the ceichore buyer opened a new payment account on PayPal.

In the third letter dated September 16, the buyer, referring to the established payment limit, asks to directly invoice him for payment, bypassing the eBay and PayPal marketplace. I refused to make payments outside of PayPal without participating in the eBay marketplace.

On September 16, the bank and PayPal passed payments made for a ceichore purchase on the eBay marketplace. In my letter, I confirmed the payment to the ceichore buyer.

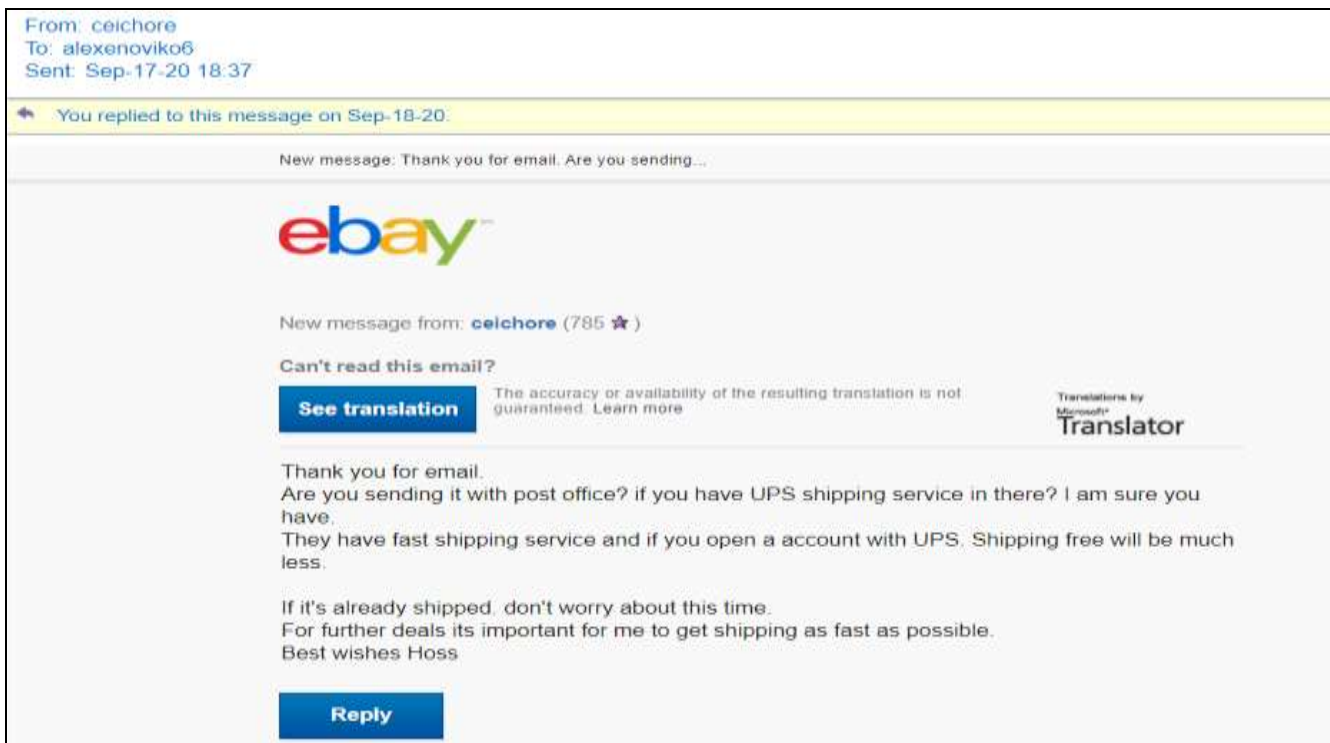
Thus, the ceichore buyer paid in full for his order, subject to the discount provided.

In my letter dated September 16, 2020, I also once again **clarified the delivery address provided by the buyer (ceichore)** and received a written confirmation from him that the delivery address of the goods is correct (**see picture # 4**).



Picture # 4

By a letter dated September 17, 2020, the buyer (ceichore) specified which postal service I plan to use to deliver the purchased goods (see Picture #5).



Picture # 5

To the letter of the buyer "ceichore" dated 17.09.2020, I replied that the carpets were sent to him at the address indicated by him. In this letter, I also explained why I used the services of EMS Russian Post. (see Picture #6).

Thank you for sending.
It says it will come in 2 weeks or less.
I thought it might take longer.
No worries EMS is very good.
Let me know if you have any sumak 3 meters or wider .
Take care, Hoss

[Reply](#)

Your previous message

Good afternoon!
I have sent 3 packages 📦 the day before yesterday and 2 yesterday.

I sent it by Russian post EMS. The terms of delivery week +/- 2 days.

Yes we have UPS and DHL post services here in Russia, but it extremely expensive.

It is result of tariffs chart based on development of local ups or DHL chain.

But this chains didn't developed in Russia at all. In future if I found whole buyer in USA or Europe I will send the rugs by services of sea or truck delivery

ceichore:

Thank you for email.
Are you sending it with post office? if you have UPS shipping service in there? I am sure you have.
They have fast shipping service and if you open a account with UPS. Shipping free will be much less.

If it's already shipped. don't worry about this time.
For further deals its important for me to get shipping as fast as possible.
Best wishes Hoss

Your previous message

5 packages 6 rugs

Picture #6

The carpets were shipped by me to the name of the buyer Hoss Sabri at the address indicated by ceichore: 5800 S Lewis Ave Ste 159 Tulsa, OK 74105-7186 United States.

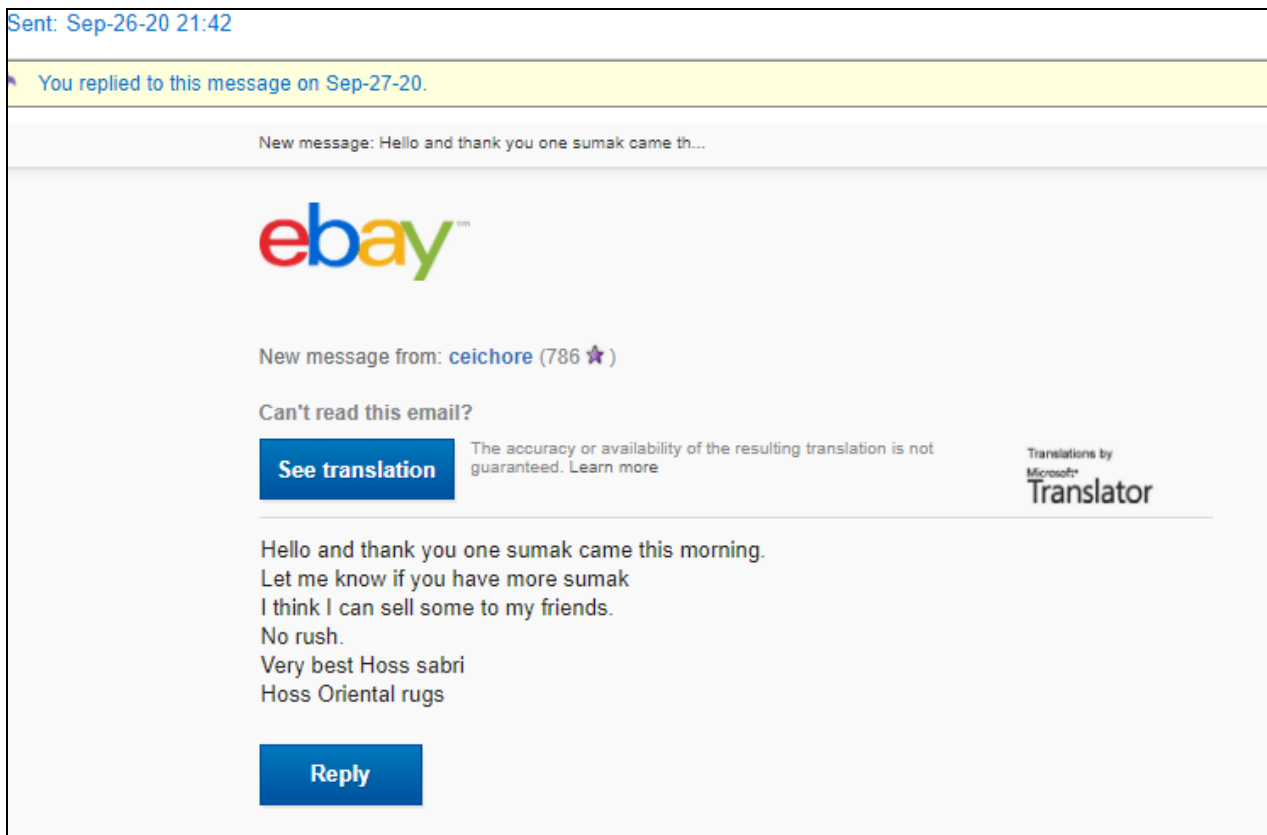
Seven carpets were sent by Russian Post EMS with the following tracking numbers:

- **EE006559725RU**
- **EE006559711RU**
- **EE000986172RU**
- **EE020223347RU**
- **EE006559708RU**
- **EE000986169RU**

The two carpets were sent in the same postage. All shipped carpets were delivered to Tulsa, OK United States

One piece of mail parcel was not received by the buyer "ceichore", namely a mail parcel with a track number **EE000986172RU**

All other packages were received by him. This is confirmed both by the data of the track numbers and by the letters of the buyer on September 26, 2020, November 17, 2020, November 19, 2020. (see pictures # 7, # 8, # 9).



Picture №7

Sent: Nov-16-20 22:58

You replied to this message on Nov-17-20.

New message: Hello there. I have not received 4 o...



New message from: **ceichore** (796 ★)

Can't read this email?

[See translation](#)

The accuracy or availability of the resulting translation is not guaranteed. [Learn more](#)

Translations by
Microsoft
Translator

Hello there.
I have not received 4 of the rugs I purchased.
3 came very fast.
One came on November 12 but it was returned because it had insufficient addresses.
Please look into it.
its out of my hands I can't track it. And it's been a long time since I purchased it.
Please let me know. Hoss

[Reply](#)

Picture №8

Sent: Nov-19-20 20:37

You replied to this message on Nov-21-20.

New message: Hello again. I got another package ...



New message from: **ceichore** (796 ★)

Can't read this email?

[See translation](#)

The accuracy or availability of the resulting translation is not guaranteed. [Learn more](#)

Translations by
Microsoft
Translator

Hello again.
I got another package today.
The only one is missing is one I sent you the tracking information .
Best Hoss

[Reply](#)

Picture №9

Regarding the postal item with track number **EE000986172RU**, I explain that this postal item was deliberately not received by the buyer, since the refusal of this postal item allowed the buyer to maintain a large discount on carpets, without fulfilling the purchase volume obligations.

The refusal to receive mail parcel with track number **EE000986172RU** was planned in advance by the buyer in order to receive an overstated discount from the seller without fulfilling the obligations on the volume of purchase of the ordered carpets.

This is a common scam and manipulation of eBay and PayPal rules.

In support of this argument, the agreement reached with the buyer "ceichore" on the scope of delivery, as well as in confirmation of the fulfillment of my obligations to him, I point out the following facts:

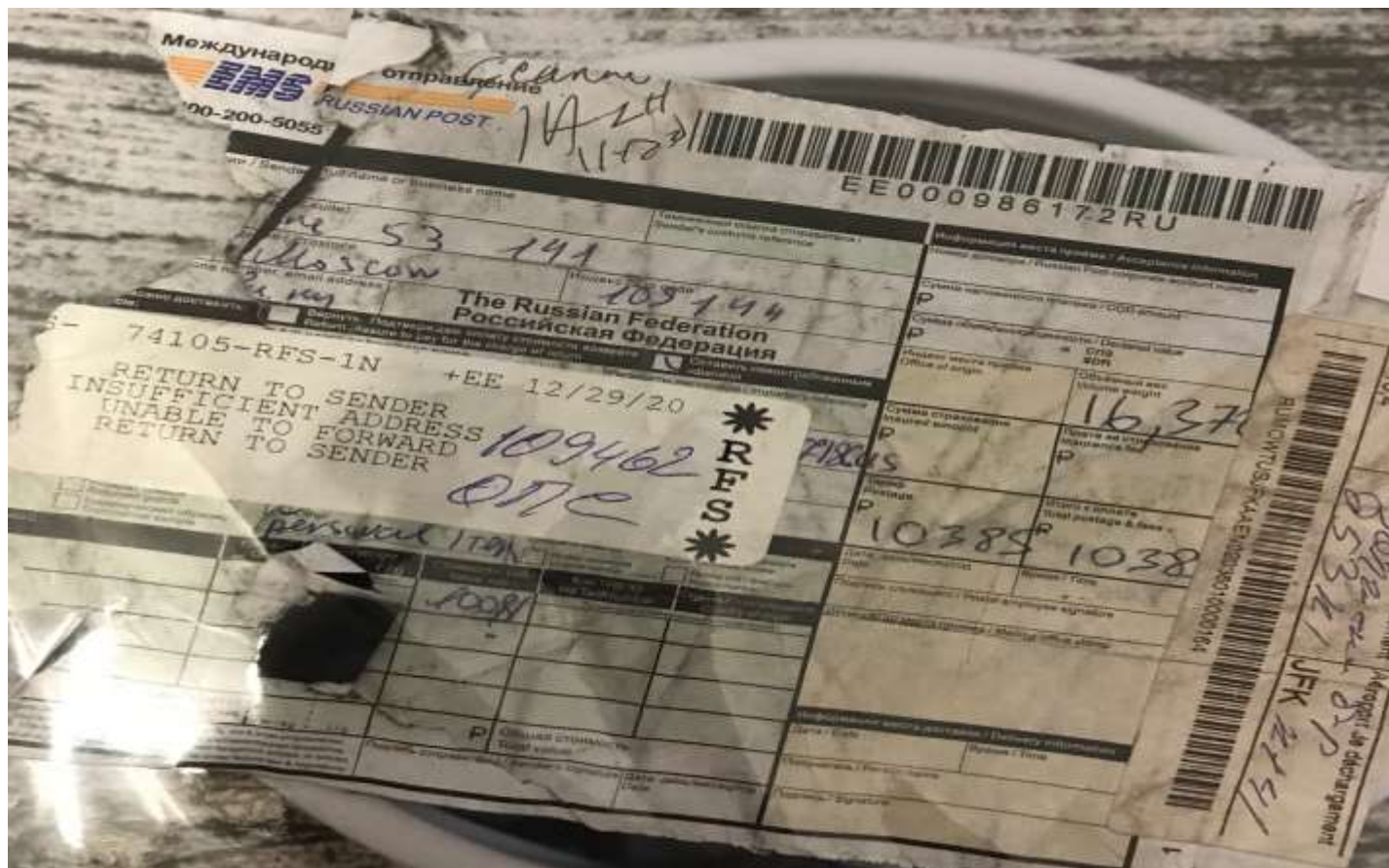
- I sent 7 carpets in 6 parcels with the same address. This is reflected in the tracking systems of the Russian Post EMS and the United States Post (USPS);
- The receiving address has been repeatedly agreed with the buyer (ceichore);
- After receiving information from the buyer that the package had not been delivered, while in Russia, I attempted to search for the package in the United States. Through the official website of the US Post on 11/17/2020, I submitted a request for tracing the parcel (request number at the US Post Office (USPS) - **ID # 10186483**). At the same time, the buyer, being in the United States, did not make any efforts to find the purchased goods;
- Buyer "ceichore" and his company are registered in the USPS address system, as he writes in his letter dated December 15, 2020. Even if there was a mistake in the buyer's address, it could easily be identified and contacted as a registered person (**picture #10**).
- The ceichore customer offered me to replace the carpet he did not receive with a more expensive carpet, but he did not offer to pay the difference in cost.



picture #10

Taking this into account, we can conclude that the ceichore buyer planned in advance to refuse to receive the goods sent to his address and deliberately did not receive the postal item with track number EE000986172RU.

16.01.2021 year, the parcel (with track number EE000986172RU) was returned to Russia and received by me on 02/03/2021. (see picture #11).



picture №11

These clarifications in relation to the situation in the case: PP-D-101162272 with a cover letter will be sent to:

- **US Department of Commerce;**
- **US Internal Revenue Service for Tulsa, Oklahoma.**

Such manipulation by the buyer could damage Pay Pal business reputation.

If such semi-legal schemes go into circulation, this could seriously damage international trade and the US economy.