



Achat en ligne sur le site xxxxxx

Par **Nocturne456**, le **22/09/2022** à **18:22**

Bonjour j'ai une petite question quelqu'un a utiliser mon compte PayPal pour acheter un jeu sur le site xxxxxx. J'ai demander un remboursement sur PayPal qui a été accepter. Le problème que j'ai c'est que xxxxxx m'a envoyer un mail en me demandant de rembourser la somme que PayPal m'a rembourser. Que dois-je faire ? Je vous joins une copie du mail.

Dear Customer,

Thank you for your message.

Please be advised that the purchase was made using your correct details, the transaction was completed through PayPal and as a result, the e-goods have been already sent and delivered to your Inventory.

Since the provided products have reached you and you were the digital entity making the purchase - you are responsible for the coverage. Please pursue your rights with the person that managed to access your account. We have done you no wrong but you are depriving our suppliers of their rightfully due revenue. We strongly encourage you to change your PayPal and e-mail passwords.

We kindly ask you to return the reversed value €31.27 to xxxxxx@xxxxxx and provide us with the transaction ID so we can locate the payment in our system.

Regards,
Pauline

Par amajuris, le 22/09/2022 à 19:12

bonjour,

les C.G.U. paragraphe 4.2.2 indiquent :

***Les contributions devront l'être en Français, selon un vocabulaire correct et non vulgaire.
Les messages devront comprendre des formules de politesse.***

salutations