

# REFUND.SH

THE ONE AND ONLY REFUNDING  
EBOOK YOU WILL EVER NEED

VERSION 3



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To receive Support, contact us on Telegram.  
I only provide Support if anything is unclear within the Ebook. For help and questions with ongoing orders you need to purchase mentorship.



# Terms of Service

**Salesthreshing** will solve nothing. I will always help you if there are problems or misunderstandings. I want you to **succeed**, seriously!

**Publicizing** (leaking/sharing) the information anywhere (other forums, friends, etc.) will have dire consequences such as the publication of your dox (as well as further actions).

Do not give out **any hints** whatsoever. Each document has a unique signature that will allow me to identify who leaked it, and then pair it to your information (such as Email, PayPal name, IP Address, etc.). You are solely responsible for your actions and anything that may occur as a result of breaching these terms of service.

**Chargebacks** will result in the dispute immediately being escalated to a claim, and all of the information being sent to PayPal. 99% of the time, this has worked in my favor as a seller for over nine years. Let's make this easier for all parties involved, you may always **contact me** if there are any issues.



READ



LEARN



TRY



SUCCEED

# OUR AIM

We are not trying to **kill the marketplace**, nor **harm** any other Refunder. The refunding scene has grown rapidly during the last few years and has finally reached a point where almost every member has heard of refunding. I feel very confident to say that refunding will **never die**.

Prices for a refund went from **5%** on average in 2012 to **20%** and even higher in 2020. They will continue growing due to the high amount of orders every Refunder receives. With this increase in demand, Refunders are more than likely forced to raise their prices.

Many **unexperienced** people have opened a refunding service lately, as they have the opportunity of making money with little risk on their end. They do not care about failing your order, as they don't get punished for that, nor do they know the inherent risks. Additionally, many Refunders conceal police investigations, police reports, and other harmful actions that could directly impact your life.

So instead of using a Refund service for roughly 25%, you can simply purchase my Ebook. If you haven't purchased all of the methods, you're able to **upgrade** this Ebook and benefit from almost all current and the best working methods. We can assure you that your refund will go through without any troubles, ever!



READ



LEARN



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# INTRODUCTION



First, I would like to **thank you** for purchasing my Ebook. Secondly, **congratulations** on receiving this Ebook, it will be your guide whenever you want to know something about refunding. Every step and important information about refunding is included here, whether it is our much loved empty box method, or unique automatic refunding methods.

We provide **step-by-step** methods to refund shops with **100% success** up to 15.000 EUR (with only 20 EUR investment). Do this once and you will have already made 20x your investment back from this Ebook.

**9 years** of experience is condensed into 40+ pages. This Ebook was not written overnight, but with pure love and emotion.

## To my person:

I have been in the refunding scene since the **very beginning**. I am one of the few reasons why refunding is as big as it is today, due to me bringing attention to it across numerous forums. Refunding is my passion. There are not many people that know me from the very beginning, since I have used many aliases and switched names throughout the years. These were just precautions to stay safe. I have completed over **8000 refunds** and over 500 for myself during these years. I have SE'd almost all of the big companies, including Apple, Bose, Amazon, DJI, as well as various Bitcoin Casinos and so much more.

In this Ebook I will teach you how to refund nearly every shop. No matter what payment method was used. There are many examples for multiple shops with screenshots, so you know what method works for these shops.

There is one note you should always keep in mind; Refunding is not about the method, however, it is about **understanding the system** of a company. With this knowledge, you can guide the representative through their own system to issue the refund you desire. Some level of brain cells are required in order to complete a refund **successfully**.

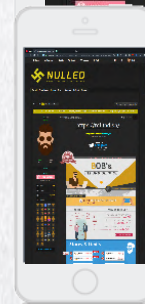
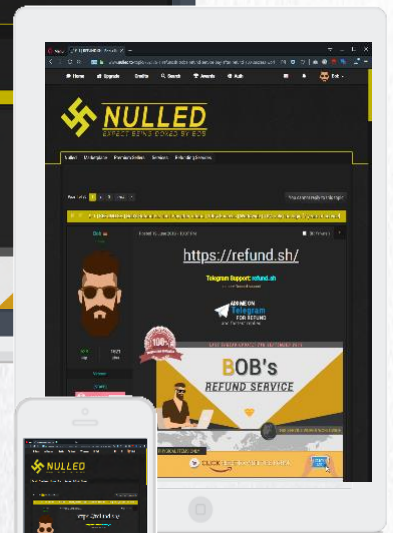
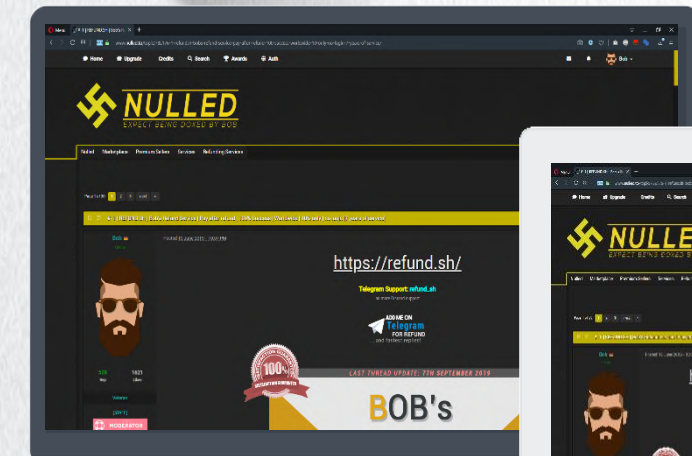
# INFORMATION



## BRIEF OVERVIEW

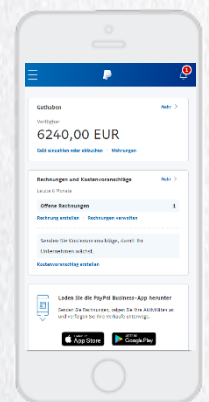
Here I will explain the **basics** of refunding. If you see yourself not as a beginner, feel free to ignore the next method of this Ebook (Multiple Refund methods). This information will help you to understand how refunding actually works and how to overcome your **fears** about it.

Many people are scared to attempt the first step. They start to sweat and stutter while talking over the phone. I can assure you this will go away very quickly as refunds are extremely easy to handle and complete. Every company has a goodwill, this can be taken advantage of for refunding. A satisfied customer is key for every company.



## PRIVATE SUPPORT

With this Ebook I am willing to **answer** all of your **questions**. Keep in mind that it might take some time for us to respond, but we are always here to serve you the **best** support with precise answers.



! Make **huge profit** within a very short time frame. **Grow** your business together with us and be one of the **top Refunders** in very few weeks. Due to the amount of various methods that exist, refunding is a **long term business** and will never be fully patched.

If there is any method missing and you would like to purchase it, do not hesitate to contact us on Nulled or Telegram.

# QUESTIONS & ANSWERS

## Page 1



### WHAT IS REFUNDING?

It is very simple to explain. You **complain** about a problem you do not have and the company grants a **refund** or replacement to satisfy you.

#### Example:

- 1) Order a PS4 from Amazon
- 2) Wait for the package to arrive
- 3) Contact Amazon
- 4) Claim the PS4 is missing in the parcel
- 5) Amazon grants you a full refund for the **missing item**

This is just an example! A more detailed version is included inside this Ebook.

### WHY DO THEY JUST REFUND RIGHT AWAY?

I know it's very hard to believe in the beginning, but **customer satisfaction** is key for every company! That is the most important value to run a **successful** company. You can only grow with happy customers and a good reputation.

### WHY DO THEY NOT PATCH THIS?

Companies are aware of refunding, but there is **nothing** they can do to stop it. They have to provide good support to every customer, and bad word of mouth can ruin their profits. So it is better to have every customer happy. It takes ages for them to **build** a reputation, and only takes **5 minutes** for them to ruin it.

*"A good support does not cost – it pays." – CEO of Zappos*

### HOW SAFE IS THIS? AND WHY IS EVERYONE NOT LIIVING A RICH LIFE THAT DOES THIS?

Refunding is technically **illegal**, so you have to play it **safe**. You can not do 10x 10.000 EUR orders every day. You have to make sure the company does not catch on to you doing refunds, as it costs them money. Technically it is possible, but it requires a lot of **experience** and almost no mistakes. Possible mistakes might result in an account closure. **Legal problems** are also a possibility, but this has never happened before.

However, it's still recommended to play it safe and not let companies have the **option** to pursue legal options against you. There are a few tricks which let you do unlimited refunds at zero risk.

# QUESTIONS & ANSWERS

## Page 2



**CAN WE FIX FAILED ORDERS USING THESE METHODS?**

It always depends on the situation. If a refund failed because the method used was "empty box" or anything similar was attempted, you can simply go ahead and use the TID method.

**CAN I RETURN THE PACKAGE AFTER A FAILED REFUND ATTEMPT?**

Yes, you can always **return** the item(s) if you are within the return frame. You are legally allowed to return it within 14 days without any reasons.

If you are outside the return frame and do not have a return label, go ahead and contact them. Tell them you were on a business trip or on vacation and you were not able to send it any earlier.

**WHAT IS THE MAXIMUM NUMBER OF ITEMS PER ORDER?**

If you are using the **Fake TID** method, you can order as many items as you want. For any other method it is recommended to order one item only, because the seller might ship multiple packages and claiming **empty box** on multiple packages it very unrealistic.

If you want to do a **partial refund**, the cheapest item can be 0,50 EUR. It does not matter what amount it is.

**HOW OFTEN CAN WE DO THIS PER ADDRESS?**

We can always refund every store **unlimited times**. When creating a new account...

- You have to add a **typo in your first name**  
e.g. (Marco Devil -> Marco Dewil)
- You have to add a **typo to your address**  
e.g. (backstreet 10 -> back street No. 10)

... So it's not 1:1 the same, but carrier is still able to locate your address.

Doing so, will make it nearly impossible for their system to **track your previous accounts**. If they start closing your accounts, make sure to use a **different payment method**, **remove caches** or use **different browser** and use **different IP**.

# QUESTIONS & ANSWERS

Page 3



WHAT THE FUCK IS THE FAKE TID METHOD?

It is currently the **best** and **most successful** method used by big Refunders, including Asclepius, Penis, Gucci, Diesel, myself and many other people who came across this method. This method can be purchased additional to this Ebook.

DOES REFUNDING WORK ON FRESH ACCOUNTS?

Yes it does. Legit orders are always **recommended**, but they're not required. In order to grant the highest success rate possible, make **2-3 legit orders** before placing the order that you want to refund. The amount for these orders do not matter. You can go ahead and place 3x 1,00 EUR orders.

MY NEIGHBOR ACCEPTED THE PARCEL, IS THIS BAD?

Nothing to worry about. When the representative mentions that, he will try to blame your neighbor. Simply tell him you were cooking some food and opened the door after your neighbor signed for the package. You **personally accepted** the package from the carrier, but your neighbor signed for it.

DOES THIS WORK FOR RESHIPS?

It always depends on **which method** you use and what company you are refunding from. For the TID method, you can use a reship without any complications. For all other methods, it depends on what company you are trying to get a refund from. For Amazon, you have to use a non saturated reship.

Tip: Simply just use your **personal address**. I can assure you are 100% safe. Reships/lockers/pickup stores are just making the whole process more complicated.

WHAT METHOD WORKS THE BEST FOR XXX SHOP?

Please **do not PM me** with questions like this as you are generally unable to answer this. Make sure to checkout the **Store List** as I do not know more than what is inside there:

<http://refund.sh/storelist>

(This is only available to Telegram Members)



# QUESTIONS & ANSWERS

Page 4



MY REFUNDED ITEM STOPPED WORKING, WHAT NOW?

There is no need to worry. No matter what item it is, you can get it **replaced** in a simple way. Go ahead and re order the item from Amazon. Once you have received it, go and start a return for the original device and then switch the broken item for the new item. Then simply return it as normal. Make sure to use the original box of the new item.

WHAT ARE THE LIMITS FOR THE SHOPS?

It is very hard to give an **accurate** amount, as the limits change very often. If you want to do a refund with PayPal + TID method, then I suggest to do a max amount of 15.000 EUR. A tutorial can be purchased from the configurator, if you did not do so yet.

WHAT IS THE BEST ITEM TO RESELL?

The best items to resell are **electronics**. I personally always refunded graphic cards, as they are very easy to resell at a high price. Additionally, Apple products are easy and quick to sell as well.

WHERE CAN I SELL REFUNDED ITEMS? WHAT ARE THE RISKS?

You are 100% safe to sell refunded items. Just make sure not to give the buyer the receipt. If they ask for the receipt, simply tell them it was a present for your birthday and therefore **you have no receipt**. If they don't want to buy it **without the receipt**, then just go with someone else. There are enough buyers out there.

WHEN CAN I SELL THE REFUNDED ITEMS?

You can sell them **anytime** you want. **BUT!** I highly recommend to wait until the refund is **fully completed**. Always keep in mind that refunding does not come with a 100% success rate. So if your refund were to fail (for whatever reason) you can still return it without any doubts.

# QUESTIONS & ANSWERS

## Page 5



### WHAT IS A DOUBLE DIP?

Double dip = 1x replacement, 1x refund  
Triple dip = 2x replacement, 1x refund

You **get a replacement**. Once you have received it, you complain about a problem again and then **get a refund** afterwards. I do not recommend doing so, as it will come with a lower success rate. Having the same problem (e.g. empty box) twice is kind of unbelievable. It depends on the store you refund but in general it comes with a much lower success rate.

You can do **2 refunds instead**, it's the same outcome but an easier process as the representative will probably not notice your previous refund. Make sure to make **legit orders** in between of course.

### HOW DO I PREVENT INVESTIGATIONS AND OTHER ISSUES

The most common mistake is when a representative asks you questions about the package. Was there damage on it? **ALWAYS SAY NO!** If you tell them **yes**, they will most likely start a carrier **investigation**, as they assume the package was stolen or **lost in transit**.

If you follow our chat example with Amazon and they tell you an investigation is required in your case, **hang up and call/chat again!** They always make a note on your account after every call/chat, but it takes roughly 5 minutes to be updated on your account. So you only have 2-3 refund attempts.

### CARRIER KNOCKED ON MY DOOR! WHAT TO DO?

It is very important to say **everything is fine**, so the carrier does not take any further actions. Make sure to read the **"investigation"** page at the very end of this Ebook. It explains in detail how to react and what to do.

# QUESTIONS & ANSWERS

Page 6



I SIGNED FOR MY PACKAGE, IS THIS BAD?

In general, the **signature** does not matter at all. Even if you attempt the DNA (= did not arrive) method. It always depends on the Store you are refunding, but there is only a very small amount. Companies usually check the tracking ONLY when an **investigation** has launched, but we are always trying to get the order refunded before an investigation is about to happen.

CAN I BUY ITEMS FROM THE MANUFACTURER DIRECTLY?

Yes you can, but keep in mind they can **blacklist** or even **deactivate** the device you refunded. So always refund items that cannot be deactivated (e.g. Apple iPhones). I suggest finding an alternative store.

WHAT VCC (VIRTUAL CREDIT CARD) CAN YOU RECOMMEND ME?

It depends on what **country** you are from. There are plenty out there and easy to get if you are above 18 years old. Please go to Google and search for "Prepaid Credit Cards".

CAN I USE THE ITEM BEFORE REFUND IS COMPLETED?

You can surely do that. Always keep in mind if your Refund fails (for whatever reason), you will need to return the item if you want your Refund. It's up to you if you want to go through this scenario. **Electronics** can only be turned on before Refund is completed when you are not Refunding the manufacturer directly. I highly recommend **waiting until the Refund is fully complete**.

Coming soon

More questions and answers will be added with V4. You will be notified via Email once it's out!

# REFUNDING METHODS

## OVERVIEW



01



### Did Not Arrive

The most common method



### Empty Box

The most successful method as of today



### Fake TID

The future-proof method



### Bonus

Fully automatic refund and instant replacement (any amount)

02

03

04



4.1.

Fully automatic refund

4.2.

Instant replacement (any amount)

The method used to refund does not really matter much. It depends on **what company** you are trying to get a refund from. This is because every system works different. You can find a few stores mentioned on the coming pages, and which of the methods works best with them. You can also find methods that are explained in a **step-by-step** manner, which include screenshots and further details for multiple companies. Besides that make sure to check out the **Store list** as well if you are inside the Telegram Group.

Multiple people claim, if you contact a company with an “unsaturated” method, such as

- **leaked battery method** or
- **blood** (cut self on sharp item and postal carrier doesn't allow you to return an item with blood all over it)

you will have a much higher success rate. **This is completely wrong!** When somebody claims this, you can tell they did not complete more than five refunds in total. You only have to understand the system of a company to perform a proper refund. You can find a detailed tutorial for all of the three methods on the next few pages. My recommended method is the Fake TID method for high valued items. Follow the **step-by-step guide** and you won't run into any trouble. Fail to follow any step and your refund might fail.



## INFORMATION BEFOREHAND

It is **rumored** that these methods are the most saturated and stupid methods ever. This is a huge **misunderstanding** by beginners as they believe big Refunders have some high exclusive and private methods. The following methods are the most common ways used by any popular Refunder nowadays. The reason for that is simple: **They work the best.** Companies are already best prepared for such issues. You only need to understand their system now, in order to guide the representative through their own system to process your refund.

Through the time I met multiple people working at various companies, including Amazon Call center and various return centers for big companies like Dell, Bose, Canon, etc. Therefore I can tell that it is very important that you give answers which matches with their system. All **decisions are made by the system**, not the representative. This is because the system is best prepared for almost every single situation. So while you talk to them, explaining your issue, they click through their system and then give you the best solution. No mistakes from the representative can be made like this.

Make sure not to **exaggerate** and drag out your issue. Do not talk too much. A refund can be completed on the call within **2-3 minutes**. You just need to explain your issue for like 30 seconds and they will do everything else on their system. On the right site of the next page is an example from the view of an Amazon representative, who is in a call/chat with you.



## UNDERSTANDING THE SYSTEM

Almost all big companies work the same nowadays, so they always make sure the customer gets the right solution. That's why most call centers have cheap-workers, like Indians, etc. They do not need any experience and basically anyone can work there. They basically just do, what a machine can not do: Talking to you and prevent abuse. The representative is 100% guided by the system. There is not a single step he decides by himself.

Amazon.COM and Amazon.CO.UK are currently testing out a new automatic refund system to see how profitable it will be. They think personal cost is more expensive than the damage of people abusing the system. We are selling a method to do instant refunds using this automatic system.



## PAYPAL REFUNDS

Now we are coming to a very high success method as of now. This method works for **every shop** with a very similar success rate. This method is very easy to perform on PayPal, unlike other stores like Amazon etc.

The reason for that is very simple: It is PayPal who processes your Refund, **not** the companies themselves.

Besides that it comes with a huge limit of **15.000 EUR**. You can even go higher, but orders above 15.000 EUR are being handled by a higher ranked department, It's not a big deal, but they have more **knowledge** and might check your account for fraudulent activity. So if they see 3-4 previous refunds with the same method, they will simply decline your dispute. You do not need to worry about any further actions, as this never happened before.

The main reason of this method being so successful with PayPal is, once you have uploaded proof of tracking, PayPal only checks if the package was **successfully delivered** to the address they provided earlier. This requires the tracking ID to be at 100% and they check if you shipped it to the correct address. This can be checked on the tracking as well.

Once again, I do not recommend performing this Refund method on **small companies** who can not afford this loss. This can end up very bad if you are unlucky, in fact they can rebill you.

Here are few stores I personally refunded in 2019 and are confirmed to work as of today:

Canon	Adorama
OnePlus	Gamestop
Nvidia	Bestbuy
Lenovo	Razer
Ssense	Microsoft
Samsung	MrPorter
Newegg	Newegg
Corsair	Conrad.de

... and many more companies



## PAYPAL DISPUTE SYSTEM EXPLAINED

### You create a dispute

Meanwhile the seller has the option to reply to the dispute, but it does not affect our process

### You escalate it to PayPal

Usually possible after 1-2 days

### PayPal will ask for further information

(Read next page for more details)

### You provide the requested proof

Fake proof is completely fine

### PayPal will review it and ask you to return the item/s

### You return it and provide proof of tracking

### PayPal confirms the delivery of the return and grants you a refund



## PayPal (all stores)

Info:

Now we are coming to a very high success method as of now. The refund is **decided by PayPal**, not the seller. So we have a very similar success rate for all stores. This method works for basically every single store.

- 1) You go ahead and order an item and checkout with PayPal
- 2) Once you receive it, login to PayPal and open the transaction. You can find it somewhere here: <https://www.paypal.com/listing/transactions>
- 3) Once you opened the transaction, scroll down and click on "Resolution Center" to open a dispute

Need help?

Go to the **Resolution Center** for help with this transaction, to settle a dispute or to open a claim.

[View Billing Agreement Terms & Conditions](#)

- 4) Now you can decide between 4 options. Click on **"I received an item what wasn't as described"**

What type of issue would you like to report?

I didn't receive an item I purchased >

**I received an item that wasn't as described >**

I want to report unauthorized activity >

I have a billing issue >

You successfully refunded a new specific store which is not mentioned here? Let us know!



- 5) You will get transferred to a page where you have to describe the claim further. Simply fill out these details like on the image below.

## Not as described - claim

Wednesday, 23 October 2019

Payment to

5699,49 EUR

What did you purchase?

**1** →  Product

Service, ticket or digital good

Add a link to show the description of the item (optional)

http://

What's wrong with the item?

**2** →  Damaged

Different

Missing Parts

Other

Do you want to request for a full or partial refund? (optional)

0,55 EUR

1,37 EUR

2,75 EUR

EUR

Provide additional information

Don't include any confidential information.

**3 Important!** → *Hello, the product I received is damaged. I can not contact the seller (**COMPANY NAME HERE**). It's really disappointing because it was a present for my son. I no longer need a replacement as it is too late now. I would appreciate it if you can help me with the return.*

Do you want to include a file?

You can add any file such as a receipt, photo or service contract related to the purchase you've made. You can upload a PDF, GIF, JPG or PNG file up to a maximum size of 4MB.

Choose file

X

+ Add another file

**4** →

This is a very inaccurate description, it's completely fine but I recommend to be more specific so they don't ask for proof of the defective item. If you ordered a graphics card for example, tell them you tried it on multiple computers together with your friend who works in an electronic store. He confirmed the defect as well.



- 6) Now after you submitted the dispute **wait for an update**. You will receive an Email confirmation. You can also follow the dispute here: <http://paypal.com/disputes/>

Case ID	Reason	Last updated on	Status	Amount	Opened on	Action
PP-D-43485462	Item not as described	03 Nov 2019	Need Seller Response	\$669.49 EUR EUR	17 Oct 2019	<a href="#">View</a>

- 7) It now depends on PayPal how long you will have to wait. Sometimes they update you within few days (when seller confirms/allows you to return the item). Usually it takes 10-12 days though.
- 8) You can try to speed up the whole process. To do so, go open the dispute (click on view) and scroll down. After some days you will have an option **escalate to PayPal**, so you do not have to wait for the sellers response. Just check everyday once or twice and you are good.
- 9) So when they reply, they might ask you to show proof of the defective item. You can simply send them a fake receipt where it says that your item is defective. I can provide you with a template for Saturn (German Store), Elgiganten (Denmark Store) and Currys (UK Store).
- If you are outside of Germany/Denmark, make sure to attach the following note when sending them the fake receipt.

*Hello,  
thank you for the quick reply. Unfortunately I am now on a business trip in Germany for the next 4 weeks, but I took the item with me and went to a local store called Saturn. They checked and confirmed the defective item. You can find the receipt attached. I hope we can get this solved very soon, because it was supposed to be a present for my son.*

*Kind regards,  
"YOURNAME"*

- If you are within Germany/Denmark, make sure to attach the following note when sending them the fake receipt.

*Hello,  
thank you for the quick reply. I went to a local store called Saturn and they checked the defective item for me. Unfortunately it cost me some money, but they confirmed the defect of the item. I hope we can get this solved very soon, because it was supposed to be a present for my son.*

*Kind regards,  
"YOURNAME"*

10) PayPal will now ask you to **return the item/-s**. You can find a screenshot below (it's originally in German). They provided the address at the very bottom. As you can see, the company is Nvidia and they are using another company to handle their returns (marked in red).

Bitte Ware für Rückzahlung zurücksenden – Fall PP-D-  
[Please return goods for repayment - Case  
PP-D- ]



Guten Tag, [Good day, ]

Nach der Prüfung Ihres Falls haben wir entschieden, dass Ihnen eine Rückzahlung in Höhe von 2.000,00 EUR zusteht. [After examining your case, we have decided that you are entitled to a refund of EUR 2,000.]

Um Ihre Rückzahlung zu erhalten, müssen Sie: [To receive your refund, you must:]

- den/die Artikel an die von uns angegebene Adresse des Verkäufers zurücksenden. [Return the item (s) to the seller's address provided by us.] Wenn Sie mehrere Artikel mit dieser Transaktion erworben haben, müssen Sie eventuell nur bestimmte Artikel zurücksenden. [If you have purchased multiple items with this transaction, you may only need to return certain items.] Bitte senden Sie die Artikel unten wie beschrieben zurück. [Please send the items back as described below.] Wenn keine bestimmten Artikel in dieser E-Mail aufgeführt sind, müssen alle Artikel des Einkaufs zurückgesendet werden, damit Sie eine Rückzahlung erhalten. [If there are no specific items listed in this email, all items in the purchase must be returned for a refund.]
- Online-Nachverfolgungsinformationen unter "Konfliktlösungen" vor dem [Online tracking information under 'Conflict Resolution' before the ]th ] November 2019 bereitstellen. [November 2019.] Die zurückgesendete Ware muss im selben Zustand sein wie beim Erhalt und Sie tragen alle Kosten für die Rücksendung. [The returned goods must be in the same condition as when received and you will bear all costs for the return.]
- Beschriften Sie Ihr Paket deutlich als Warenrücksendung, um unnötige Zollgebühren oder Zölle zu vermeiden. [Label your package clearly as a return of goods in order to avoid unnecessary customs duties or customs duties.]

Rücksendeadresse: [Return address:]

Canon Europa NV

Syncreon Warehouse

11) So what you are going to do now is **simply boxing the company**. It is very important to save the tracking number. Shipment has to be trackable as PayPal will later check if shipment was successfully delivered. Save the return label/receipt, PayPal might ask for it later.

12) Wait for the parcel to **arrive**. In case it does not arrive (they may decline the package), simply do this step again and hope for them to accept your package. If not, tell PayPal the truth that they keep declining it. You tried it twice.



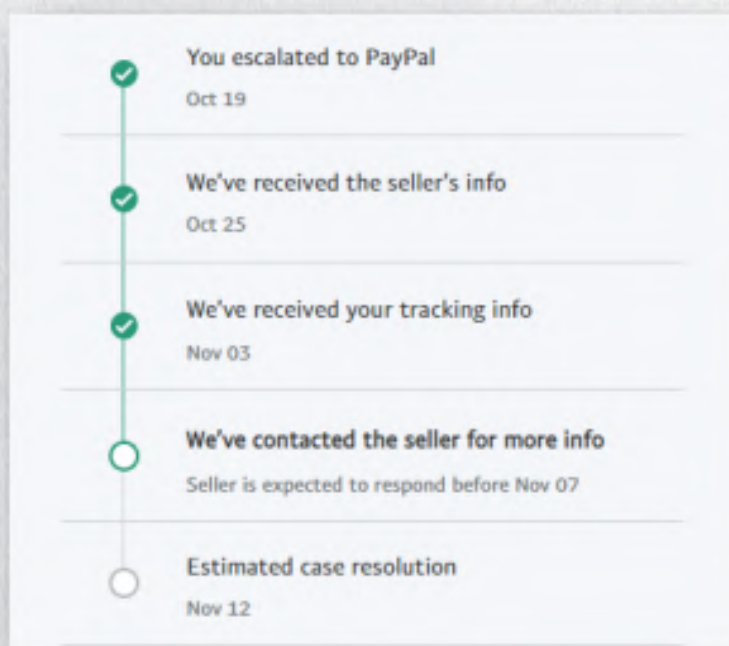
- 13) Now when they have accepted your package, head over to PayPal again and open the dispute here and fill out the required information. They will ask for the following information:
- tracking number
  - carrier name
  - copy of return label/receipt

**Important:**

*If your PayPal is in Italy for example, and the return has been made from a different country, make sure to mention it to PayPal! You have an extra field to provide further information. If you fail to do so, PayPal might decline the dispute, as they can not verify the tracking.*

I do not have any screenshot of this page available right now, where you have to fill out the information above, but I will update this Ebook once I do so.

- 14) That's it! It's now just a waiting game. It depends how fast PayPal will check your dispute. It usually only takes **2-3 days**, but if you are unlucky it might take over 1 week. Your dispute will look like this now.



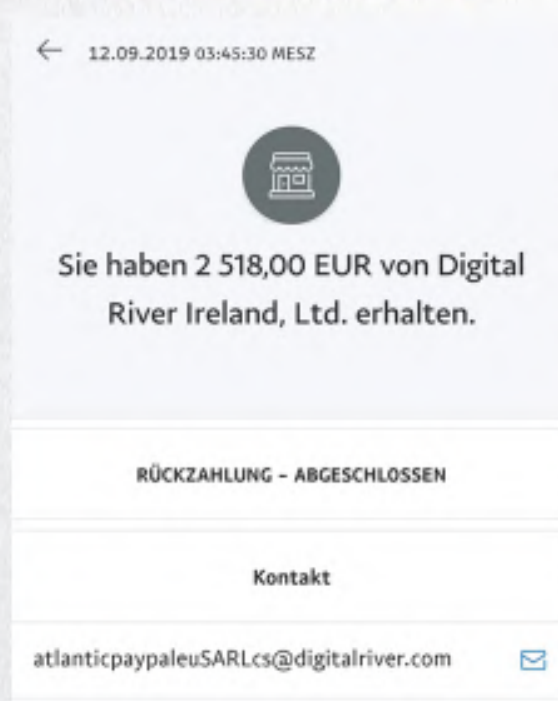
There is nothing else to be done now. Your refund is more likely completed. You only have to wait for PayPal to approve the refund.

**Advertising  
Bob's Boxing  
Service**

Tired of boxing them yourself?  
<http://boxing.sh/>



## A successful refund looks like this



Hello [REDACTED]

We reviewed the information regarding your case(s) and have decided in your favor.

We credited the full disputed transaction amount of \$2,9 [REDACTED] USD to your PayPal balance or payment method you used to complete this transaction. The credit should appear in your PayPal balance within 5 business days. If you paid with a debit or credit card, the money will be refunded to your card. It can take up to 30 days for the refund to appear on your card statement, depending on your card issuer's timeframes.

This case is now closed. We are truly sorry that you experienced a problem with this transaction, but hope you are happy with the outcome of this case.

**Transaction Details:**

Dispute Case ID: [REDACTED]

Transaction Amount: \$2,9 [REDACTED] USD


Dispute Amount: \$2,9 [REDACTED] USD

Transaction ID: [REDACTED]

Transaction Date: [REDACTED]

Thanks,

PayPal

If you like this Ebook so far please consider leaving a vouch/feedback on my thread, as it will help my sales a lot <3 

## DETAILED TUTORIAL



Here are 2 very effective methods. One allows you a refund without even talking to a representative (Amazon.COM and Amazon.CO.UK only). It is fully automatic. And the other method allows you an instant replacement (tested on Amazon.DE only). A detailed guide can be found below. Enjoy :)

### 4.1.

#### Info:

## Fully automatic Refund

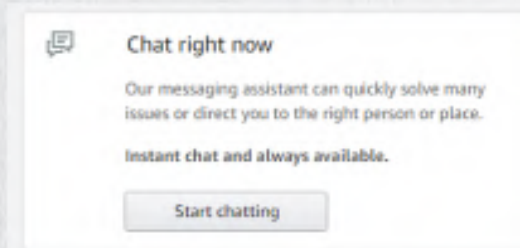
At this point, I would like to bring one specific method closer to you. This method has been **created by me** a few months ago and only works with Amazon.com and Amazon.co.uk as of now. Keep in mind, this **does not work every time**. Amazon needs to have a load of requests at a time, so they enable the chat bot.

#### Requirements:

- Account history (previous orders)
- Chat bot has to be enabled
- Maximum 200,00 EUR order (sometimes less)

#### Method:

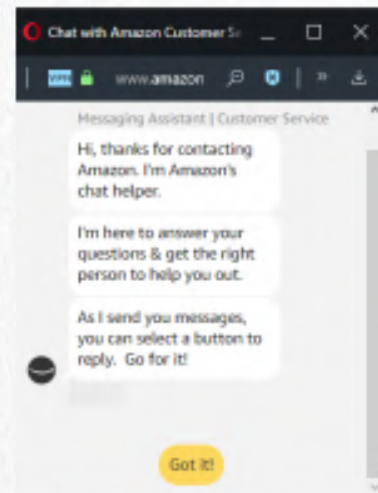
- 1) Login to your Amazon account
- 2) For Amazon.com go here: <https://www.amazon.com/gp/help/customer/contact-us/>  
or for Amazon.co.uk go here: <https://www.amazon.co.uk/gp/help/customer/contact-us/>
- 3) Now click on „Start chatting“ (if this option is not visible, then the chat bot is disabled and it will not work



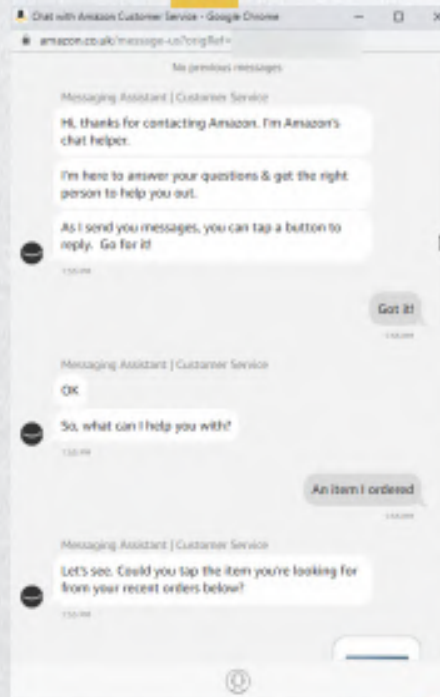
Now when this window pops up, you are lucky and the auto-chat is enabled. If any other layout pops up, then try again later. At the bottom you always have choices to answer.

The sequence is very easy:

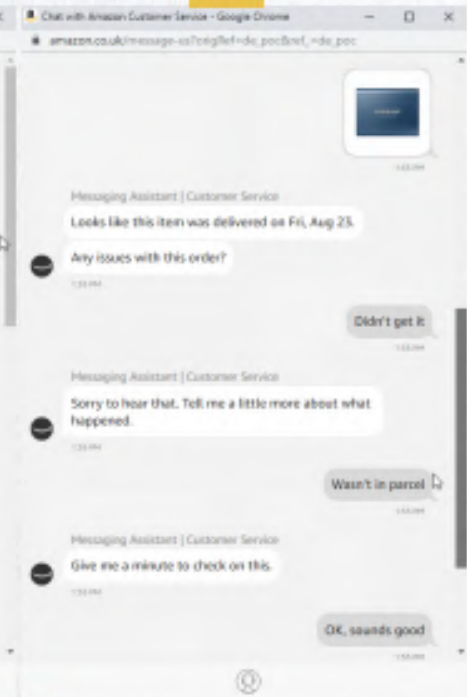
- > „Got it“
- > „An item I ordered“
- > -pick order now-
- > „Didn't get it“
- > „Wasn't in parcel“
- > „Ok sounds good“
- > **Refund done**



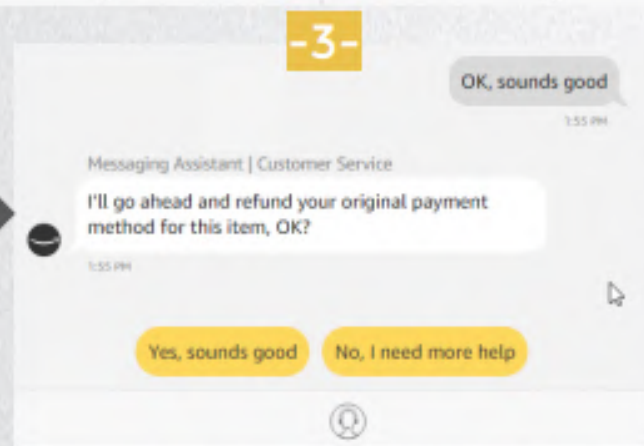
-1-



-2-



-3-



And that's it! Refund is now fully completed

<b>Grand Total:</b>	<b>\$157.89</b>
<b>Refund Total:</b>	<b>\$157.89</b>

## 4.2. Instant replacement for any amount

Info:

Now we are coming to the instant replacement method for any amount. This is very profitable for **cracked** accounts as you might get **rebilled** if you do it on your own account. If you do it on your own account, then you will have to use our Fake TID method afterwards.

Requirements:

Make sure the item is "shipped and sold by Amazon" (or fulfilled by Amazon). 3rd party sellers don't work, as Amazon can not create a replacement for such orders. Also make sure that the item is **in stock**, otherwise it will not work obviously.

Method:

- 1) Go ahead and contact Amazon
- 2) Tell them your item is defective, you already tried to fix it by different ways. You asked your friends, went to a local electronic store etc. Unfortunately the local store confirmed the defect of the item
- 3) Now tell them it is extremely urgent, because it was supposed to be a present for your son. It's his birthday in 2 days already.
- 4) Now when they ask you to return the item, ask them if there is any way to create an advanced replacement as it is very urgent and your only possibility to get this item on time. Tell them you will return the item right away, but you need an advanced replacement to be processed right now.
- 5) They should now offer you a **free replacement** and send you a return label via Email. If they told you it's not possible, go ahead and act very disappointed and how sad this is from such a big company. Ask them to check with their supervisor if their system does not allow an advanced replacement to be processed. If they still decline it, close the chat and retry. It does not work every time, but I can assure you after 3-4 tries it will work. I have done this on multiple 1000 EUR+ orders.

Winners never quit

Uhhh.. ok Bob ty



- 6) Now if you attempt this on cracked accounts and want to **change the shipping address**, here is how:
1. When a replacement is created, you only have 1 or 2 minutes to manually change the address yourself
  2. Make sure to add the address to the account already, so you are not losing any time afterwards.
  3. Once the replacement is created, open the order and there you can see a button which says "edit".
  4. Click the button and choose the correct shipping address. That's it.

Make sure not to tell the representative anything.

Mein Konto > Meine Bestellungen > [Bestelldetails](#)

## Bestelldetails

Bestellt am 21. Dezember 2019 | Bestellnr. [REDACTED]

<b>Versandadresse</b> [REDACTED] <b>Ändern</b>	<b>Zahlungsart</b> [REDACTED] <b>Ändern</b>	<b>Geschenkgutschein-Guthaben einlösen</b> Code eingeben <b>Einlösen</b>	<b>Bestellü</b> Zwische Verpack Summe Anzured Summe <b>Gesamt:</b>
--	---	--	--

**Zustellung Dienstag**

Zustand: Neu  
[Geschenkoption hinzufügen](#)

**Versar**



## INFORMATION BEFOREHAND

Here I will explain the did not arrive (short: DNA) method to you. It is already self explanatory. You basically contact the company and start complaining about the package, that you did not receive it. Act very frustrated but also **friendly**.

### Some examples you can say:

- You and your wife are utterly upset and frustrated about the situation, because it was a present for your son
- It's your sons birthday in 2 days already (to speed up the process and skip possible investigation)
- You did not expect this from such a big company, as you never had any troubles with them before

**Important:** Always wait 2 business days (until 5PM) after delivery to grant you the highest success chance.

Now there are some various versions of this method for every company. I personally **no longer** recommend using this method as many shops check tracking nowadays and start an investigation with the carrier when they see the package being delivered. This method worked very well a few years ago, but due to some workers stealing products in the packaging center, as they are mainly low cost workers, they started recording and tracking the people packing each package.

There are not many shops where this method works the best. For most shops you have to use a **different method**. No matter if you sign for the package or not, if they shipped the package with all the items included, they blame the carrier and mostly don't care much anymore.

Only for very few stores (like Amazon.com and Bestbuy) the DNA method is still one of the **most common refund methods**. Today, it's better to use other methods than this one, but I still mentioned it here, to get you a brief **knowledge** on how methods might change over the time.



## AMAZON SYSTEM EXAMPLE

**You:**

*"I have a problem with my order"*

**Amazon System:**

(representative chooses option)

Problem with an order

General Question

**You:**

*"Where is my stuff?"*

(Act very frustrated and disappointed to gain the reps trust)

**Amazon System:**

(representative chooses option)

Package not received, even though it says delivered

System may ask if more than 2 business days after delivery already passed  
(representative chooses option)

Yes

No

Refund/  
replacement

Carrier  
investigation

Wait  
2 days

The guide is only a very rough example in order to get you a better understanding regarding the method. A detailed version of this method is not included, as it is no longer recommended to perform for a refund using this method. But feel free to contact me on Telegram if you want to know further details.

*The chances of them refunding the package are still not too high at this point. It always depends how deep they check the order (e.g. for signature) and especially how good you are able to make him believe it is "very urgent and that you need a solution right away", as investigations usually take few days.*

## INFORMATION BEFOREHAND

Here I will explain the empty box/package method to you.

You simply contact the company and start complaining about the item being **missing in the parcel**. You only received the box of the item, but the item was not inside the box. If they ask you to return it, you go ahead and tell them that the item is completely missing, you only received the box which is basically trash (paper and plastic). Act very **frustrated** that it is your son's birthday in 2 days and you need a solution right away. If they still insist on you returning the box, tell them your wife most likely had thrown it away, since you are currently moving and did not expect to keep the box as it is trash only. If they still decline to grant you a refund, act very frustrated and disappointed. If there is still no positive outcome, simply hang up **right away** and recall as soon as possible before they make any note on the account.

Your refund will most likely go through after the second or third time.

Some orders are not possible to process a refund manually (very rare), which means an investigation has to be started. In this matter **do not give up** and go straight to our **Fake TID method**. While you are reading this, I highly recommend you to reread everything, as all of this information is very important and a failure of providing any of the above mentioned information, might cause a failed refund.

If you plan to refund **multiple items** (mostly clothing stores), you tell them that you only received one item. You can go ahead and add one cheap item (amount doesn't matter) to the order and tell them you only received this item. It does not matter if the order is 700,00 EUR and the cheapest item 1,00 EUR only. It might be hard for you to believe if you are a beginner, but I can assure you this will work flawless without any trouble. You can find a few **working stores on the next page**.

Believe it or not, this is the most used and most effective method by any Refunder the last couple of years. Some Refunders are better than the others, as many do not know on what details they have to pay attention.

I personally probably used this method for 90% of my refunds (even customers) as it was the most effective method. This is no longer my main method, as I know moved to the Fake TID method, which can be found on this Ebook as well.



## AMAZON SYSTEM EXAMPLE

**You:**

I have a problem with my order

**Amazon System:**

(representative chooses option)

Problem with  
an order

General  
Question

**You:**

The item is missing in the parcel

**Amazon System:**

(representative chooses option)

Item/part  
missing

Defective  
item

Wrong  
item

Damaged  
item

Only system option: return item

**System popup:**  
damages on package?

(representative chooses option)

No

Yes

refund

replacement

Carrier  
investigation

*"Once you have some experience with the process, you can easily refund one order within few minutes"*

## DETAILED TUTORIAL

! Besides the Fake TID method, Is this still the best and most effective method to use as of today. I can assure you if you follow all the details mentioned here, you will have a lot of success. Below you can find a detailed version on how to refund on few specific shops. You can use this method for other companies too obviously. Some shops which are working as of today are mentioned below too.

### Amazon (all stores)

#### Info:

Keep in mind, all Amazon stores (.de, .com, .co.uk, .it, .fr, etc.) are **not connected** to each other! Only the login is the same. Representatives can not see any details from other countries.

The system on all countries work similar, but not the same. If you plan to perform a refund for Amazon.com or Amazon.co.uk, first try our automatic refund method. It's method „4.1.“. If it does not work, please follow our guide on page 11 (right site).

You can use this method for all non-clothing stores like Amazon, RayBan, Michael Kors, Vans, etc.

#### Method:

- 1) Go to the Amazon page, scroll down and click on “Help” link: <http://www.amazon.de/gp/help/customer/display.html>
- 2) Now you click on “Need more Help?”, then “Contact Us” link: <https://www.amazon.de/hz/contact-us>

#### Browse Help Topics

Recommended Topics

- Dispatch & Delivery
- Managing Your Account
- Payment, Invoices & VAT
- Returns & Refunds
- Ordering
- Fire & Kindle
- Digital Services & Content
- Privacy
- Other Topics & Help pages
- Need more Help?**

Need more Help?

- Track Parcels or View Orders
- Manage Your Payment Methods
- Return or Replace Items
- Contact Us**

- 3) Now for the reason you choose “item missing” and start a chat and use the method for Amazon which was described one page back.

#### Tell us more about your issue

Problem with an order or item

Item, parts or accessories missing

< Please make a selection >

Defective item / item does not work

**D** Item, parts or accessories missing

Damaged item

Item not as expected

Received wrong item

Pre-order codes

Support Centre.


## DETAILED TUTORIAL



Besides the Fake TID method, this is still the best and most effective method to use as of today. I can assure you if you follow all the details mentioned here, you will have a lot of success. Below you can find a detailed version on how to refund on few specific shops. You can use this method for other companies too obviously! Some shops which are working as of today are mentioned below too.

I do not have any screenshot of a chat log, as I personally perform all refunds on phone. But you can use the Amazon system example (2 pages back), it should be enough for you as it is really not that hard. Once I have a screenshot, I will update this Ebook.

Here is an old screenshot (2017), where they refunded me right away without asking any further details. This sometimes happens, but is very rare. This is just an example to see how easy refunds can be.



Sicher | <https://www.amazon.co.uk/gp/help/chat/popup.html?c2d=489273b2->

Chat Sound End Chat

You're now connected to Chiranjeevi from Amazon.co.uk

**Chiranjeevi:** Hello, my name is Chiranjeevi. I'll be glad to help you today. Am I chatting with Amz Shabir?

**Me:** Hello Chiranjeevi, nice to meet you! Yes you are.

**Chiranjeevi:** Hi Amz, how may I assist you today ?

**Me:** I received an incomplete shipment, Chiranjeevi

**Chiranjeevi:** Amz , could you please help me confirm this is the item in question ? "Apple iPad 9.7" 2017 32GB Wi-Fi - Space Grey"

**Me:** Yes, correct that's the item

**Chiranjeevi:** i am sorry to learn about the problem with the item Amz . I see that the item was being sold by a different seller. In this case, I will be glad to process a full refund on return for the item.


**Me:** Ok a refund would be great thank you so much I really appreciate that

Send

Chiranjeevi from Amazon.co.uk is online Secure Connection.

---

**Delivered 15 Aug 2017**  
Your parcel was collected at the collection location

 Flat-out fun. **Apple iPad 9.7" 2017 32GB Wi-Fi - Space Grey**  
Sold by: **Galacom**  
Eligible for return until 6 Sep 2017  
**£358.94**  
Condition: New  
Buy it again

## Zalando

## Info:

You can use this method for all clothing stores like Nike, Calvin Klein, Hollister, Abercrombie&Fitch, Tommy Hilfiger, Victorias Secret, REbook, Ralph Lauren

## Method:

Zalando is currently one of the **easiest**, if not the **best**, clothing store to refund on using this method. Asos used to be much easier, but has been patched in early 2018.

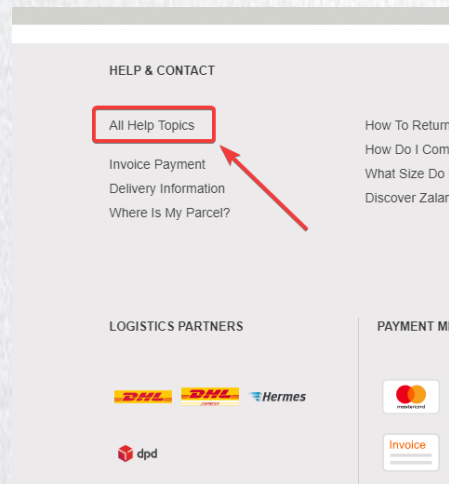
Zalando might get patched one day too, just like Asos. Stores like Zalando.pl and Zalando.co.uk has more likely been patched already. They still work, but they are **delaying the whole process** a lot.

Important: To grant you 100% success, always attempt a **partial refund**.

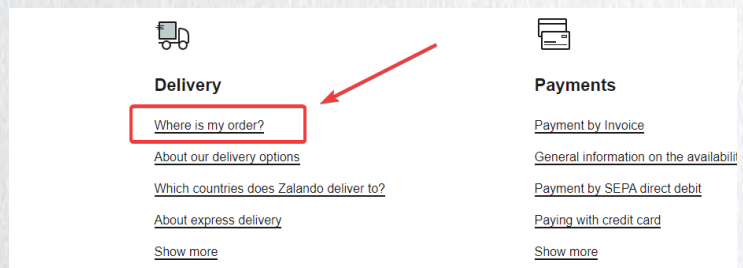
Here is now:

- 1) You go ahead and open their website
- 2) You scroll down and click on „all help topics“

To skip step 1-4, go to next page



- 3) You then click on „where is my order“



- 4) Contact them either through chat, call or Email  
See here: <https://i.imgur.com/luVbNH9.png>

If you want to speed up the process, you can also go ahead and chat/call them, but Email is completely fine for Zalando as well.

...or simply just click here to skip step 1-4:

- Germany – <https://www.zalando.de/faq/Ruecksendung-Rueckerstattung/65776021/Reklamation.htm>
- Austria – <https://www.zalando.at/faq/Ruecksendung-Rueckerstattung/65783509/Reklamation.htm>
- Denmark – <https://www.zalando.dk/faq/Returnering-and-Refundering/Returnering.html>
- Poland – <https://www.zalando.pl/faq/Zwrot-i-reklamacja/68686397/Reklamacja.htm>
- Netherlands – <https://www.zalando.nl/faq/Retour-Terugbetaling/69461891/Hoe-stuur-ik-een-artikel-retour.htm>
- Italy – <https://www.zalando.it/aiuto/Reso-e-Rimborso/1158451422/Rimborso.htm>
- UK – <https://www.zalando.co.uk/faq/Orders/70310822/Where-is-my-order.htm>
- Finland – <https://www.zalando.fi/faq/Palautus-Hyvitys/69466672/Reklamaatio.htm>

- 5) If you pick **Email**, use the template below. Please make sure to edit few details, as other people who purchased this Ebook will most likely use the same/similar text. If you plan to call/chat them, you tell them the same.

**Email for clothing Refunds:**

Hello,

*I recently made a purchase of multiple items. Unfortunately I only received "**CHEAPEST ITEM HERE**" for "€€€". All other items are completely missing. I checked the package for damages, but didn't find any. Me and my wife are utterly upset and frustrated about the situation, because it was supposed to be a present for our son. I would appreciate if you can solve our issue as soon as possible.*

Thank you  
**"NAME HERE"**

6) Once you have done so, they will reply/respond asking you to fill out an affidavit. This is always required in order to process a refund on Zalando. Simply fill it out, or use our template which can be found in the folder. Reply to their Email the following text and attach the affidavit.

**Reply with affidavit:**

Hello,



*thank you for the quick reply. I am sending you now the requested form. It's attached to this Email. I hope we can get this solved very soon, because it was a present for my son. Thank you.*

*Kind regards,  
„NAME HERE“*

For other stores, they will most likely **not** ask for an affidavit, but offer you a replacement (usually) or a refund at this point. Nike for example usually answers, that they will start an **investigation**. After 2-3 days, they will then automatically process your refund.

### Possible scenarios:

#### **“Were there any damages on the parcel?”**

- „No, I checked the package together with my wife, but did not find any damages. The package was intact and looked completely fine.“

#### **Why are you contacting us so late?**

- „I am very sorry about that, unfortunately I had an car accident and was in the hospital for multiple days. I was not able to contact you any earlier, I hope you can understand.“



## INFORMATION BEFOREHAND

Here I will explain the Fake TID method to you. If you have not heard of it before, do not worry. This method is **very private** and was not published anywhere as of now.

The name itself might sound very difficult, but is actually very easy. Fake TID stands for **fake tracking ID**.

So unlike other Refund methods, where you complain about a problem, you do it in a different way. You have to prepare some stuff before you first contact them for your Refund. So once you receive your package, you go straight to your order and **pretend to return it**. You now more likely box them (send them an empty package). Once they have received the package you go ahead and contact them, asking why your order still has not been refunded yet. This is the **rough method**. There are many important things you have to take care of. So make sure to read the following instructions very carefully!

This method can be applied for basically every shop. Some shops might be easier to do, but most shops which has been tested, we managed to have an **extremely high success rate**.

You can use this method directly at shops using their **return system**. If you paid through PayPal and these companies are **hard to refund** using this method, or your refund is **about to fail** (for whatever reason), you can get it refunded through PayPal. PayPal payments are currently very easy to refund using this method, because once you upload tracking of the false return, PayPal will immediately refund you without checking it with the seller itself. A more detailed version for both methods (at shops directly and through PayPal) can be purchased as well, if you did not do so yet. It's my absolutely favorite method right now!

You can find a step-by-step guide on the next few pages. One for Amazon, which works the same for all shops and one for PayPal, where you can refund any order paid through PayPal. If you are missing the PayPal addon, you can purchase it here:

<https://shopyy.gg/@bob123>



Most companies do not have their own return center. They use other companies to handle their returns. They are saving huge amounts of money doing so. Amazon in Germany for example, has a huge partnership with DHL. Every return goes straight into the DHL center. Companies like Canon and Nvidia use some very cheap return centers in the Netherlands/Poland/Belgium. In the following I will describe to you the pros and cons about this. It is very important that you follow every single detail. This method has a huge potential as it is not saturated like other methods. Also, at events like Christmas, where many people order stuff, there will be lots of returns and their return department is overloaded with work, which makes it even easier for us to complete refunds. There are various ways to not let the company track your return.



***“Refunding has never been that easy before! This is my most recommended method as of now.” -Bob***



## FURTHER DETAILS

Performing a Refund using this method comes with an extremely high success rate. I first **founded** this method when I accidentally returned a very cheap item for a big order on Amazon. I did not do this on purpose and did not know I have done that. I called them, explained my issue and got a Refund right away. This refund was processed manually, which means it's **impossible** for them to get to know their "mistake" as the case is now fully closed on their end. If they process an automatic Refund which also sometimes happen, they might rebill you if you do not contact them and explain you have returned it already.

! It's highly recommended not to use a big package to perform this method, but a small letter. My personal recommendation is to use a small bubble-wrap letter.

The reason for that is, companies do not believe this is an original return, but a random letter for **advertisement** or something similar. They usually throw it away right away without making any notes on the system.

For companies who make notes for every package/letter they receive, you can still refund them by **removing personal and order related information from the label** (just cut it off with a scissor). It's explained more in-depth on the next few pages at "Option 2".

When they receive your package they are unable to **assign** the package, which means the tracking says 100% delivered and nothing is logged in their system, as we previously removed all personal and order related information. Therefore, an automatic Refund will not happen and you will need to **manually** contact the company once the package has been delivered to them. The company checks with their **return department** but since there is nothing noted regarding your return, except that it was successfully delivered to them, they are most likely forced to decide in your favor and refund the order. You have **proof (tracking)** that it has been successfully delivered to the address, while they have nothing on their end. They don't even know that you shipped an empty letter.



## IMPORTANT

It is very unusual that you use a (return) label **for a letter**. They are normally meant to be used for packages, but it's completely fine if you stick the return label on a letter as well. You are forced to use a normal label as the tracking number is very important for the whole process. If you do not have the tracking number, you are unable to process the refund successfully. If you lose the tracking number, you can also find it on the (return) label below the barcode (depends what carrier you use though).

This can not be used with DHL only, but any other shipping company as well. This includes Hermes, UPS, PostAT, PostNL, Fedex, etc.

I personally stick with DHL though as I never had any troubles with them. You can not only track the package online, you can also see the destination address and who accepted the package. The company you are refunding can check that too, and confirm that they successfully received the package.



*"Refunding has never been that easy before! This is my most recommended method as of now." -Bob*

## MULTIPLE OPTIONS



There are numerous ways to manipulate the tracking. Which works the best always depends on the store. You can basically apply all options on every store as they are very similar in nature.



### Remember...

... always use **bubble wrapping** (recommended) or a **letter/envelope**. Do not send an actual package. You do this not only because it's less effort, but also because most companies think it's just advertising and not an actual return so they usually throw it away right after. If this happens, there will be **no note** in their system for your order and you are good. Sometimes (very rare) they make a note saying they got an empty package, in this case you usually have to return the item in order to get your refund. But as I said above, it's very rare. Luckily, there are various options to **prevent** this. Which option works the best, always depends on the store itself. They are explained on the next page.

As usual keep the letter **empty**, **never** put something inside. For the native English speakers, I am talking about an envelope.

### Get the label...

**If you have a prepaid label** from the seller already, go ahead and print it. If the package was shipped **national**, most sellers provide you with a free prepaid label. Once you have it, print the label and put it on the letter.

**If you do not have a label** from the company yet, you need to create one on your own. This usually happens for **international** shipments. When creating a label, make sure it comes with tracking. I suggest using DHL, as I personally have the best experience with them. You can buy a label directly on their website (or any other carrier website).

Make sure not to buy a label for a letter, but for an **actual package**, so it comes with tracking and the impression you actually sent a package, while you only sent a letter.

## Option 1

“No changes”:

This is the method which was explained in V1 of this Ebook and which I personally used the most for Amazon.DE. As of today it's recommended to use either Option 2 or Option 3 as they come with a higher success rate.

If you make “no changes” on the label the chances of the seller to finding out you returned an empty package can be very high, especially if they don't use 3rd party companies for their returns.

Since Option 2 and 3 require you to do some changes on the label, which are very easy to do for everyone, I will no longer describe this option any further as it only comes with disadvantages compared to Option 2 and 3.

## Option 2

“Remove personal and order related details”:

This method can be applied on both, prepaid labels you got from the company and your own label. But keep in mind it's still recommended to go with a prepaid label if you are able to get one.

If you have to create your own label, I suggest buying one from the carrier's website, which you have to print on your own.

So once you have your label, you have to remove all personal/order related details from it, so there is no way for the company to find your order! Below you can find an example of what information needs to be removed: Senders address and 2x tracking number in this case.

### Original label



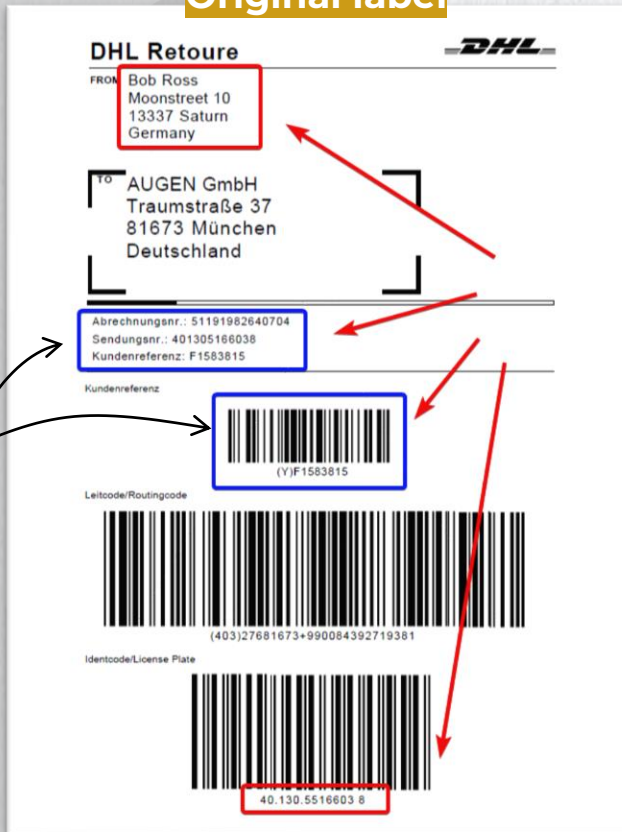
### Manipulated label



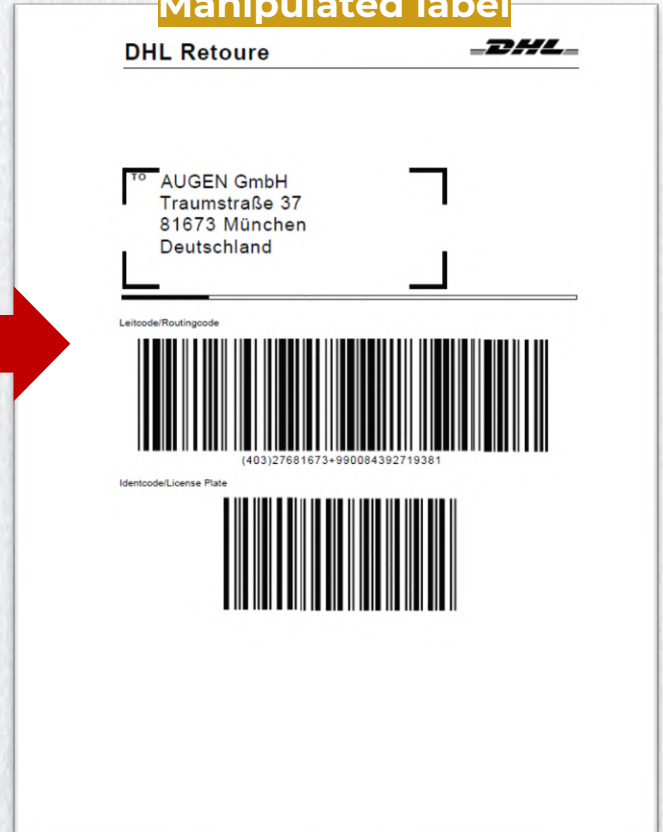
Zoom in for better quality

The label on the previous page was a self-created one. It was purchased by myself on the carrier's website (DHL). Below you can find an example from the same carrier, but a **prepaid return label**, which is directly from the store.

### Original label



### Manipulated label



The only difference from the label on the **previous page** is the blue marked part

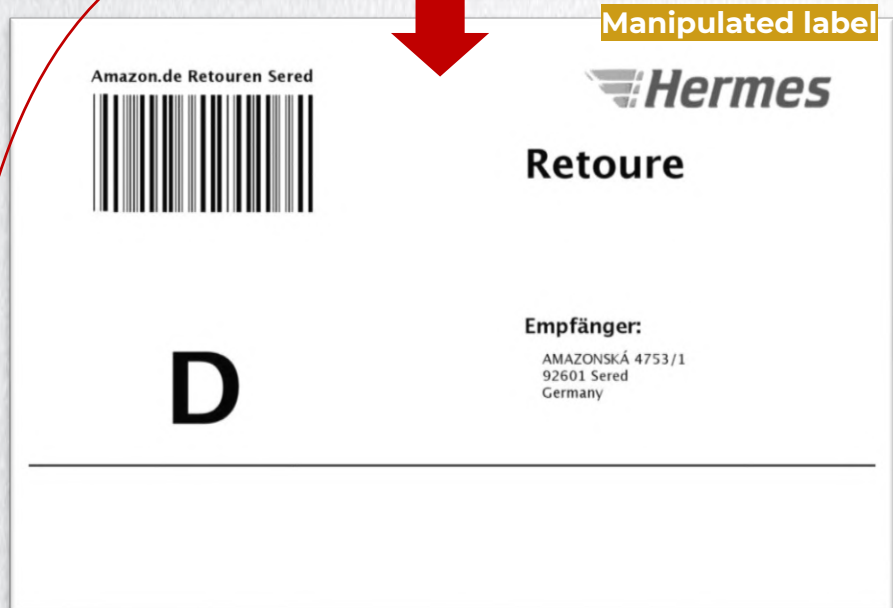
The code is not from the carrier, but from the shop you purchased the item from. It allows the company to **trace your order**.

Another example of a prepaid return label can be found on the next page

Original label



Manipulated label

**What has been removed:**

- ➔ - Barcode from company (Amazon) [RMA]
- ➔ - Senders address
- ➔ - Tracking number

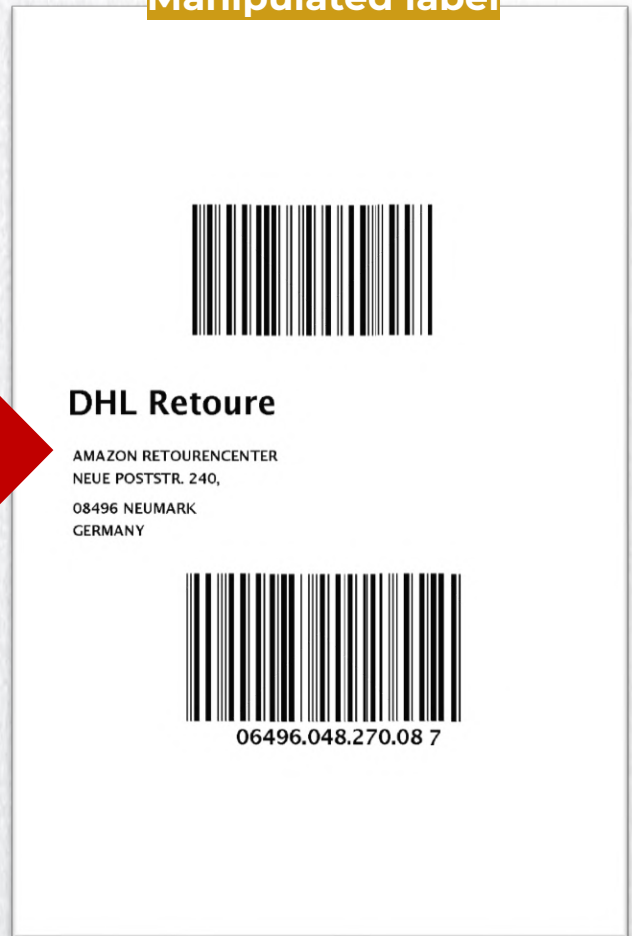
The company barcode usually has the order number or something similar attached. This allows the company to **trace the shipment directly to your order**. We are going to remove it so the company can not trace the empty letter we sent them earlier.

On the next page you see another label from the same company (Amazon), but with a different carrier.

## Original label



## Manipulated label

What has been removed:

- Barcode from company (Amazon)
- Tracking number
- Senders address

Return  
Merchandise  
Authorization

Even though it's a different carrier, we remove the same details. They are just on different positions.

We keep the code above the tracking number, because it's required when you ship the letter/package.

We remove the tracking number, because this allows the seller to **trace our order** when we use a prepaid return label. They can simply enter the tracking number in their system and trace our order. Therefore, it's recommended to remove it.

## Original label



## Manipulated label



Return  
 Merchandise  
 Authorization

What has been removed:

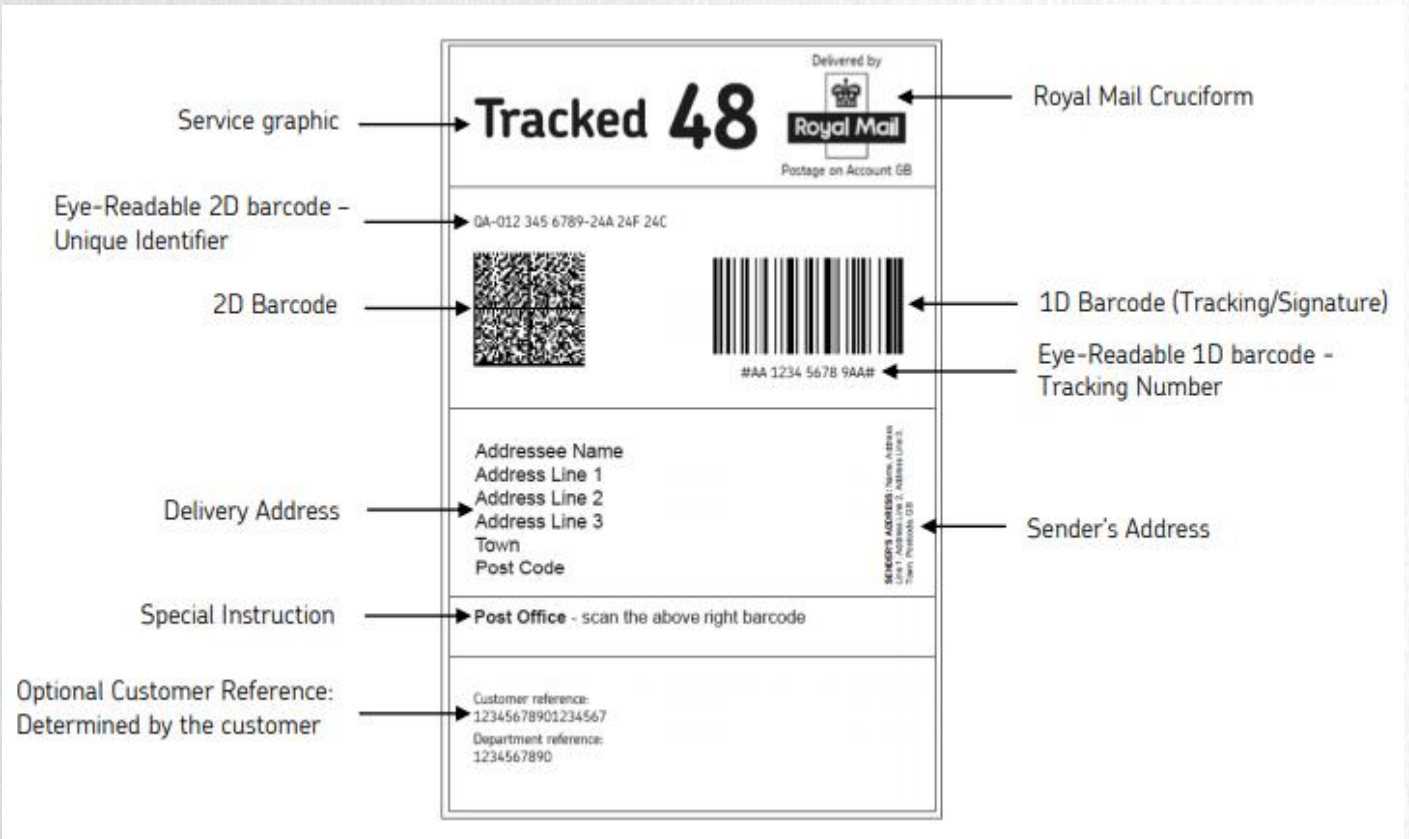
- Senders address
- Tracking number
- Barcode from company (Cycleon) [RMA]

The company barcode usually has the order number attached, or something similar. This allows the company to **trace the shipment directly to your order**. We are going to remove it so the company can not trace the empty letter back to us.

**More details of Royal Mail labels can be found on the next page.**

# Explanation of a Royal Mail label

You can find more details on the previous page.





Original label



Manipulated label

**What has been removed:**

- - Barcode from company (Target)
- - More order details (Reference number)
- - Tracking number

As usual we remove same information as on the other labels.

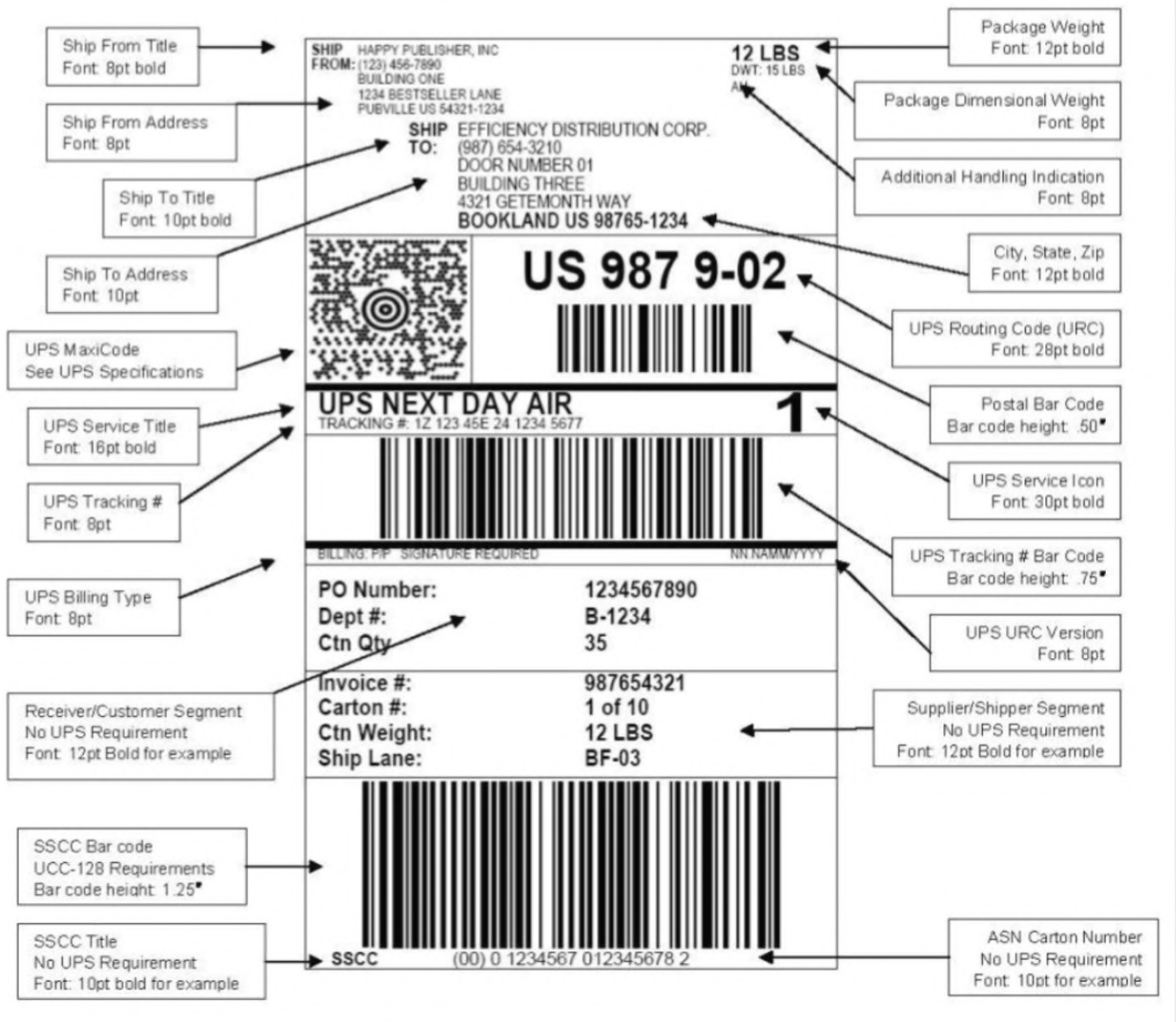
**More details of UPS labels can be found on the next page.**

# Explanation of an UPS label

You can find more details on the previous page.

## Sample UPS 4.0" x 7.0" UCC-128 Shipping Label

BISG Layout with Font Sizes & Bar Code Heights  
(Recommended Font for all text = Arial)



## The problem with option 2 is...

...we remove all personal and order related things, **BUT** as we keep the **barcode above the tracking number** the seller can still trace your order. Here is why:

If you scan the barcode with a QR-Code scanner it shows you the actual tracking number.

Some companies allow **searching for tracking numbers** in their system. Therefore, they can trace your order. Only a very small amount of companies are aware of that and do this, but that's a way on how they can trace it back to your order.

So if a company is being raped with refunds and they receive like 50 envelopes a day, they might start an investigation to find out what is happening. If they are smart enough they will find out what is going on.

It's very unlikely they do this and I have never seen this before, but if you want to prevent this, I suggest going with **Option 3** which can be found on the next page.

Option 3 does not come with any disadvantages compared to Option 2.





## Option 3

“Change shipping address”:

This method allows you to get the tracking to 100%, without the package being sent to the **original destination**. This option is for almost all of the shops not required as they do not check your label in detail as explained on the previous page, but if you would like to go the safe path, I'd recommend using option 3.

This is basically the same as Option 2, but with one little **extra modification** - You change the shipping address. Here is how:

When you **buy a label** from the carrier's website, make sure to put the address of the company you are Refunding. So basically where the package should originally be shipped to. If you have a prepaid label already, then there is nothing else to do right now.

Once you have the label, you are going to **manually change the shipping address** to a different address which is in the same city. This can be anything from a McDonalds to another electronic company.

Make sure they accept the package for sure, otherwise your refund will fail.

A label example and how you are going to change the shipping can be found on the next pages. There are **numerous ways** of doing so.

It is very important that you change the address **near the original shipping address**, because every label has a routing code which automatically ships the package to the near location. Once it arrives, the package will be shipped to the address which is noted on the label.

## Label example

This is basically the same like Option 2, but with one little **extra modification**: You change the shipping address!

Below you can find the same label which was shown in Option 2 already.

The **red marked parts** of the label are order/personal related information, which we removed in **Option 2** already.

The **blue marked part** is the addition we change in **Option 3**.

The **city stays the same**. Explanation is on the previous page.

### Original label

**Absender**  
Bob Ross  
Lieblingsblumenweg 10  
Rosentahl 49109  
Germany



28 633 599 638 589

### DHL Retoure

AMAZON RETOURENCENTER  
NEUE POSTSTR. 240,  
08496 NEUMARK  
GERMANY

Address changed



06496.048.270.08 7



DqBKRC qWKRMA

### Manipulated label



### DHL Retoure

Koberlein GmbH  
Talstraße 21  
08496 Neumark  
Germany



06496.048.270.08 7

How to edit a label?  
Read the next page!

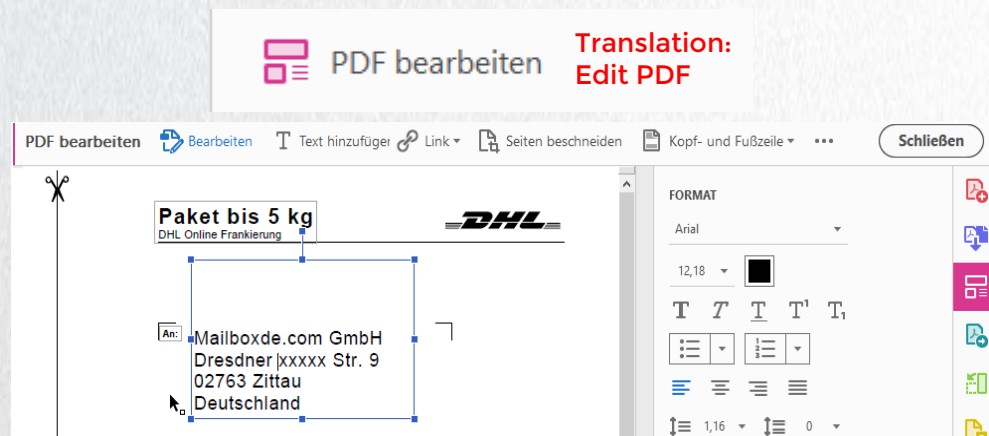
## CHANGE LABEL INFORMATION

Some people wonder how they can remove / edit these details. It's actually very simple. There are various ways, depending on what kind of tool/skills you have.

### Adobe Acrobat

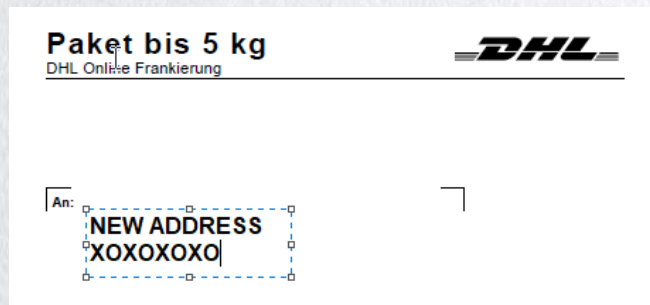
You can only edit PDFs with the paid version of Adobe Acrobat. I am not aware of any alternatives.

Here is how: Simply click on the right site on "Edit".  
And that's it. I personally use Adobe as well.



### Paint

I assume everyone has some basic knowledge about paint and how to remove parts of an image, so I will not explain this any further.



### Scissor and pen

The name is self-explained. If you can not to it via Paint or Adobe, you have to do it the old-school way.

Simple print out the label and then cut out the part you want to remove with a scissor. It's fine if it does look manipulated. It's not that big of a deal.

# AMAZON(.DE)

# STEP-BY-STEP

# GUIDE

## USING OPTION 2

Make sure the order is max 30 days old



# AMAZON STEP-BY-STEP GUIDE

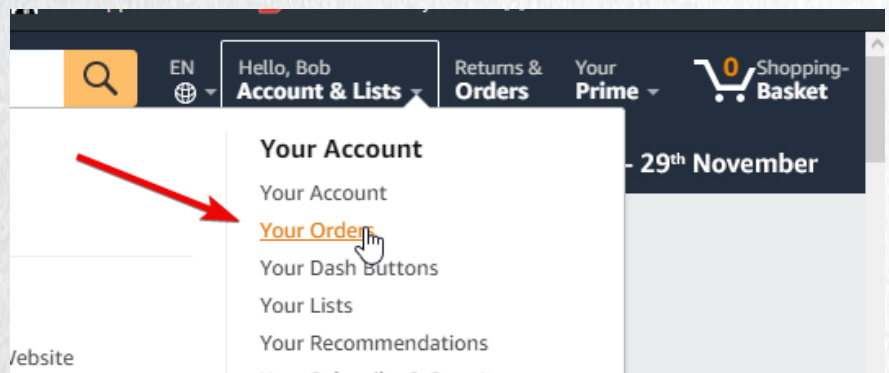
**Amazon**  
(can be applied  
on all sites)

**Info:**

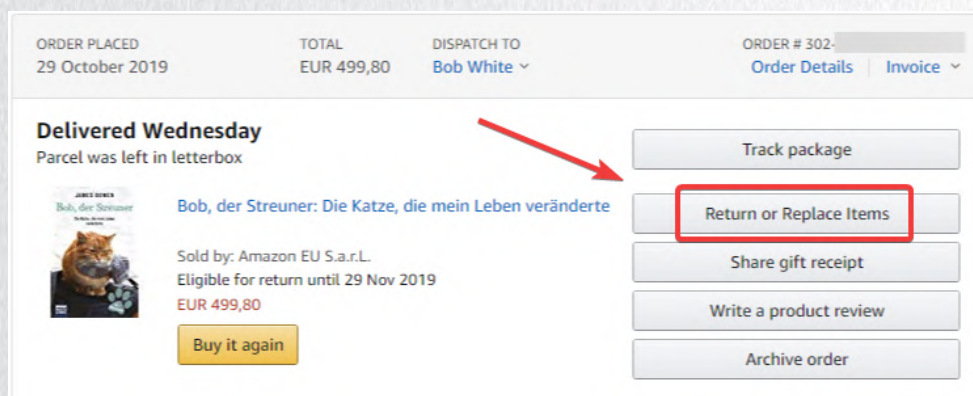
**Get a label:**

Keep in mind, the **screenshots** posted below are from Amazon.de. They are not exactly the same for other Amazon stores, but they are very **similar**. I am pretty sure you will find your way through. If not, feel free to message me for further help. First of all I will show you how to get a return label from Amazon.

- 1) Login to Amazon
- 2) Open your Orders



- 3) Now find the order and click on "Return item"



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- 4) Now you have to enter a **return reason**.  
I recommend to use either

- „no reason given“ or
- „missed estimated delivery date“

so you can later complain about all the delays you have... and how sad it is because it was supposed to be a present for your son. ;)

Missed estimated delivery date



- 5) Go to the next page and pick any carrier you want. That's it. Now you have your prepaid label.

**Info:**

I always **recommend** to use the pre-paid return label which Amazon offers you. If your package was shipped nationally and you followed all steps above, you should already have a prepaid return label. You can check this if you can see a barcode or **tracking** number on the label.

*If you wonder why it's better to use a pre-paid return label:*

Prepaid labels already have a tracking number attached. The tracking number is also attached to your order. This allows Amazon to check the tracking right away on their system without going to the carrier's website. They can also ensure that the address on the label was correct, as it was created by themselves. If your Fake TID was successfully delivered, their system will say "return received".

You only get a pre-paid return label if the order was shipped **nationally**. So for Amazon.DE orders, the order must have been shipped to Germany.

If it was shipped to any other country, Amazon will not offer you a pre-paid label. With "pre-paid label", I mean a free label which was already **created** and paid by Amazon.

**BUT** there is one way around this to get a prepaid return label for orders that were shipped internationally. Read more on the **next** page. If you already have a prepaid label, go skip the next few pages where it says "international" at the bottom left.

## If the package was shipped internationally

When a package from Amazon was shipped internationally, you have **two options** for returning the product:

- 1) International return:** The original order was shipped international and you return the order from your international country (where the order was originally shipped to)
- 2) National return:** The order was shipped international, but you have the option to perform the fake TID from the same country as the shop. (e.g.: You can return Amazon.DE order from Germany) **[RECOMMENDED]**

If you are able to return it nationally, then I highly **recommend** you doing so. It comes with a slightly higher success rate, because Amazon gives you a prepaid return label for national returns. And they are way **easier** to refund.

- An explanation can be found on the previous page, if you still don't know why. I marked it with a red arrow.

If you do it **without a prepaid label** and want to ship it internationally it will require a little bit more **effort** when you talk to Amazon regarding the return, but it's still doable.

**TO** get a pre-paid return label you have to contact Amazon and tell them you want to ship it nationally. A step-by-step tutorial can be found on the next page. **[RECOMMENDED]**

If you can not return it nationally or want to use your own label you can get your label within few steps automatically. Go back 2 pages on this Ebook and follow the steps there.

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Here I will explain you, how to get a prepaid return label, even though the original order was shipped international

1. go add a random German address here:  
<http://www.amazon.de/a/addresses>

You can generate a random address here:

<https://www.fakenamegenerator.com/gen-male-gr-gr.php>

2. Once you have done so, go ahead and contact Amazon through live chat and tell them the following:

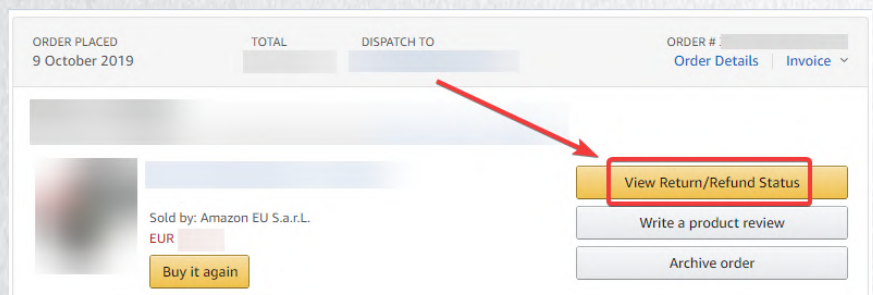
*Hello, nice meeting you. I would like to return an item I purchased. I am currently on a business trip in Germany and took my item with me. Therefore, I would like to return it from Germany directly. Please pick DHL as carrier.*

3. They might ask you for the reason of the return, just tell them it was supposed to be a present and it arrived too late.

*If they tell you this is not possible (it is 100% possible but some representatives never done this before), tell them it worked on your wife's account too few weeks ago and ask them to recheck.*

*It's a very rare request from a customer, so they probably never did it before. So don't give up, as they can get you a label for sure.*

4. Refresh your order history at  
<http://www.amazon.de/gp/css/order-history>  
...and wait until it shows you this:



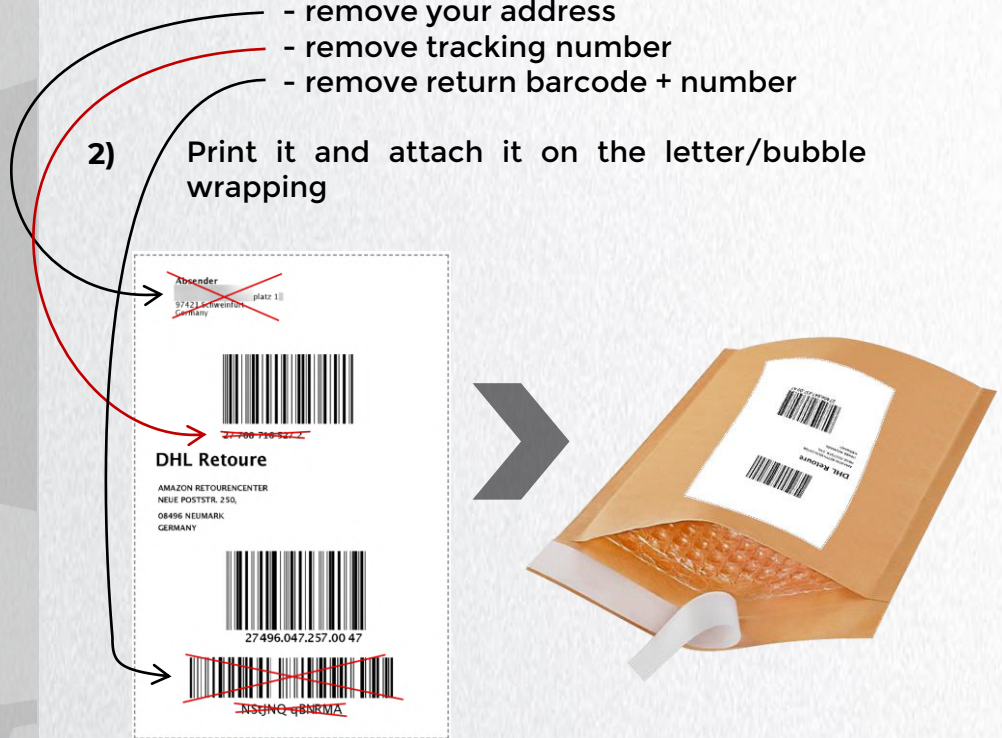
That's it. Click on it and you have your return label.

Now once you have received your label, we are coming to the **Fake TID** part. Below I am going to use Option 2 which I explained few pages back already.

1) Manipulate the label (previously explained)

- remove your address
- remove tracking number
- remove return barcode + number

2) Print it and attach it on the letter/bubble wrapping



Package will now be shipped completely empty. You can drop the package at a locker or local DHL shop.

You do not put anything inside the package, even though Amazon asks you to put a paper regarding the return inside the package. See below.



Once you finished this, you contact Amazon 14 days after your parcel arrived.

- 3) Wait for the parcel to arrive. In my case I used DHL Germany and can track the package now here:  
<https://www.dhl.de/de/privatkunden/dhl-sendungsverfolgung.html>

The tracking number of the return can be found below the first code on the return label. It usually starts with 27\*\*\*\*\*.

- 4) Now once your package has arrived, wait 14 days after delivery in order to grant you the highest success rate. The reason for that is, that the system usually does not allow a manual refund before 14 days after the return has been received. There is literally no option and it's impossible to speed it up if the system does not allow it. This is only required for Amazon(.de). For all other stores you wait 2-3 days minimum after delivery.
- 5) After waiting 14 days, go contact them through call, chat or Email ([impresum@amazon.de](mailto:impresum@amazon.de)) and tell them the following:

*Hello,*

*I returned my package over 2 weeks ago and still did not receive a refund until today. I do not know the reason for that as I never received an Email. Me and my wife are utterly upset about the situation as it was supposed to be a present for our son. We are now waiting over 2 weeks for the refund. I do not understand why. I would appreciate it if you can go ahead and finally process a refund for me now.*

*Kind regards,  
YOUR NAME*

- 6) Congratulations, that's it. They will now refund your order. If they do not refund your order right away and tell you to wait, go reply to their Email and tell them how frustrated you are and how long you are already waiting. You have to retry until they proceed with a refund. Sometimes it's better to start calling/chatting with them. Never give up, it might take some time! Some orders need 3-5 weeks.

# Investigations



## Internal investigation

This is an account investigation. They check further details regarding your concern/refund in order to fix these issues with their company in future. If they think there is something suspicious with you, then they might check patterns or recurring suspicious activity on your account. This can lead to an account closure. From my 9 years experience and completing over 4000 refunds, nobody ever got into legal trouble. The companies might blacklist your address, but this can easily be bypassed by adding an extra letter or typo to the address (so it's not 1:1 the same). They even blacklist your payment method as they are no longer interested in doing business with you. You can simply bypass this all by using a different credit card and typos in the address.

## External investigation

This is a carrier investigation. If you do not explain your issue very well to the seller they might start a carrier investigation without your knowledge. If they offer you to start an investigation, tell them right away it's not necessary and leave the chat/call. A refund will most likely not work when they start an investigation. For example if you claim your package is empty, and you do not mention that the package was intact, the seller will blame the carrier and start an investigation with them. The carriers job is now to locate the package. Usually they do nothing, but sometimes they come to your area and try to locate the package together with you. They ask neighbors, check the signature and confirm the information with the driver who delivered your package. If this is the case, then I suggest to tell the carrier everything is fine and you are not aware of any issues.



# Exclusive Telegram Refunding Group

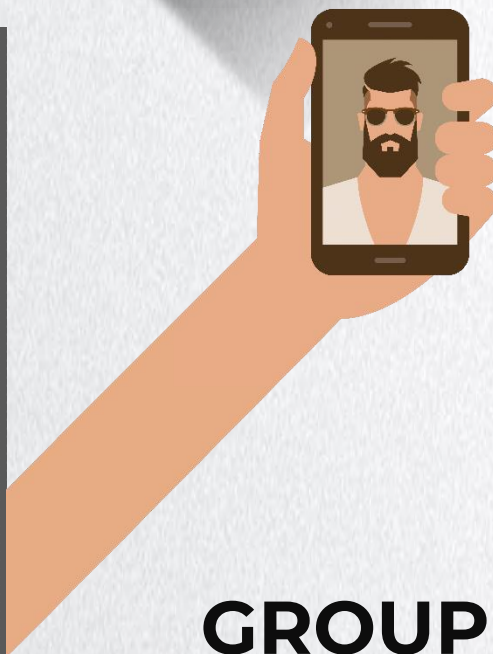


## JOIN US NOW!

We are offering a Telegram group, exclusively for people who purchased this Ebook. Click the link below and it will redirect you to the group. You can make small talk with people there, connect with people and ask them for help. If the link is no longer working, then you probably have an outdated version of the Ebook. Message me on Nulled to get the newest version.

## JOIN NOW!

Contact me on Telegram:  
[https://telegram.me/refund\\_sh](https://telegram.me/refund_sh)



## GROUP RULES

### No harassment or abuse of any kind (be respectful)

- No excessive cursing, or sexual content and no racism of any kind.

### No NSWF, drug and pornography material

- Not even in an artistic sense.

### No buying/selling

- This includes showing your Service

### No Spam

- This includes server invites, mass mentions and caps

### No trolling, and heavy politics

- This includes flame wars, and political or religious debate

### Keep chat in English

- Speaking any other languages may result in getting muted from chat

### No asking for free stuff

- We are a small talk group chat only

### Do not share/leak any information from the group chat

- This involves screenshots

Failure to follow any of these rules and you will be muted or fully removed from the group.

# Start your own Service

## Page 1



It is very important to be prepared from the very beginning. You have to learn from mistakes and improve your Service afterwards. Never publish half finished projects, but rather a detailed and well polished Service.



It is very important to have a good reputation. Opening a sales thread as a grey member, or only having a few posts does not bring you any customers!

Customers look for very reputed members. So the first thing you have to do is, get more reputation, more posts, better rank etc. Connect with people who can advertise your Service afterwards. You need an extremely good looking thread design. Pay \$50, \$100, it doesn't matter. It has to look extremely good as this is the first thing people see when they visit your thread. For Nulled: Buy a sticky, color your thread and maybe even get advertising on the front page of Nulled. This is the best way to advertise your Service... And trust me, this will bring you more customers than you expect. An investment is more likely required and totally worth it to become big!

**Don't** waste your time with people who continuously ask questions which are not related to your Service. Keep in mind they are probably talking to multiple other Refunders at the same time. Try to find out if they have an actual interest in your Service and are not just asking general questions.



# Start your own Service

## Page 2



Here I will explain to you how to manage big quantity of orders with Google Spreadsheet. I easily managed and completed up to 40 orders per day using this. Without any help or similar. When I first tested this, I saw more and more Refunders doing the same thing. The reason is very simple: It saves you so much time!

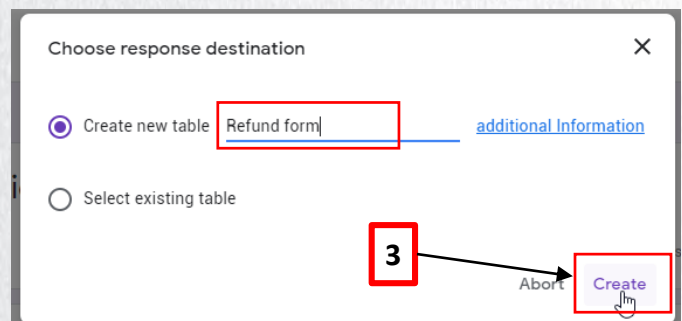
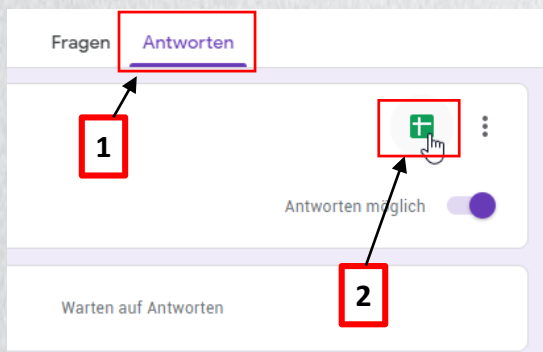
Do not create a Spreadsheet right away. Create a **Google form** first of all, so people can automatically fill their info into your Spreadsheet. This saves you much time and brings you more customers. Click on the icon and create a new form. You can create questions there, which customers have to answer (e.g. Email, Order Number, Order date, etc.). If you want to know further details about this, please let me know.



Google Forms

<https://docs.google.com/forms/>

Now once you are done, click on answers [1], then on the green symbol [2] and create a new Spreadsheet [3].



Now when your form is created, you can adjust it to your personal preferences. It is an Excel sheet basically, which lets you customize many things. You can mark orders as completed, add further notes, save the data in case of any customer scamming you. Additionally you can recover old information just in case you accidentally removed something and it always auto-saves everything you do. You can even embed the Google Form into your website. This is basically a must for every Refunder!



Google Sheets

<https://docs.google.com/spreadsheets/>

# Start your own Service

## Page 3



### Support

If you plan to provide Support via Discord, then I strongly recommend to switch to a **different platform** right now. The currently best platform is **Telegram**. Discord might be peoples first idea, but if there is anyone reporting you, or your Server, Discord will go ahead and **ban you right away**. They does not allow any kind of illegal activity and this includes Refunding. They will not unban you under any circumstances.

Therefore I highly recommend anyone to use **Telegram**. Many people use it nowadays (especially for Refunding) and it is encrypted as well. You will not get any troubles, like bans or similar. It's the best alternative at the moment. Most Refunders (including me) only offer Telegram. I suggest you doing the same!

### Stay safe!

Don't get caught! Your safety always has **priority**.

When you create a website, use fake information, always use a VPN (with killswitch) and if possible work on a RDP only for further safety. I recommend using **Perfect Privacy VPN**.

Do not use mail providers like Google, Yahoo, etc. They give out **logs to police** right away. Stick with Protonmail or any other safe Email provider. Don't tell anyone in your real life about this, nor work together with them. If they get caught they might snitch on you. Do not trust anyone!

Also make sure your PC is fully encrypted. You can find 2 tools on the next page.

I also recommend you to **remove customer data** for their safety. There is no need to keep their information, except for scammers.

# Start your own Service

## Page 4



### Time wasters

Due to the amount of Refunders out there, there are many people who just asks questions and try to find out your methods. If you think you are just **wasting your time** with this guy, go ahead and block him. If he asks questions not related to your Service or shops you offer, do not see him as a potential customer.

### Manage large quantity of orders

If you plan to **hire workers**, let them work on the RDP you provide. Install some tools they need for the Refund so you can always take a look yourself.

If you plan to do Refunds by Email/Live chat and you do not want the customer to know what you are doing, simply enter your Email instead of your customer's Email. You can buy Emails at <http://buyaccs.com/> and add them to Thunderbird to have a better overview.

### Rebill a customer

Is your customer not paying? Give him some time to do so. If he is ignoring you on purpose even though he needs to pay you, go ahead and send him an Email with a **threat**. Tell him you will dox him, send police to his address and rebill his order. This usually helps and gets your customer to pay you.

If he ignores all your messages you need to rebill him. Simply contact the company with your customers information and tell them that they can cancel the refund and rebill you.

You attempted DNA/EB: Tell them you found the item and would like to keep it. Ask them to rebill you.

You attempted fake TID: Tell them you accidentally shipped a wrong item back, but you want to keep the item which they already refunded you. Ask them to rebill you.

# Start your own Service

## Page 5



### Safety/tool recommendations



**Truecrypt** -  
Encryption tool for Windows 7



**Veracrypt** -  
Encryption tool for Windows 10



**Opera** -  
Comes with inbuild VPN and anti-tracking tool



**Thunderbird** -  
You can add multiple Emails there



**RDP Manager 2.7** -  
You can run multiple RDPs in here



**Kaspersky** -  
Anti-virus tool



**Malwarebytes** -  
Anti-malware tool



**Skype** -  
Call shops anonymously



**Firefox Portable** -  
Can be used to login to customers accounts



**Perfect Privacy** -  
The best VPN that exist



**VIP72** -  
The best socks provider



**Anydesk** -  
A better Teamviewer alternative

# Improve your Service



## Knowledge

Show people what kind of an expert you are! Give them prompt and helpful answers.



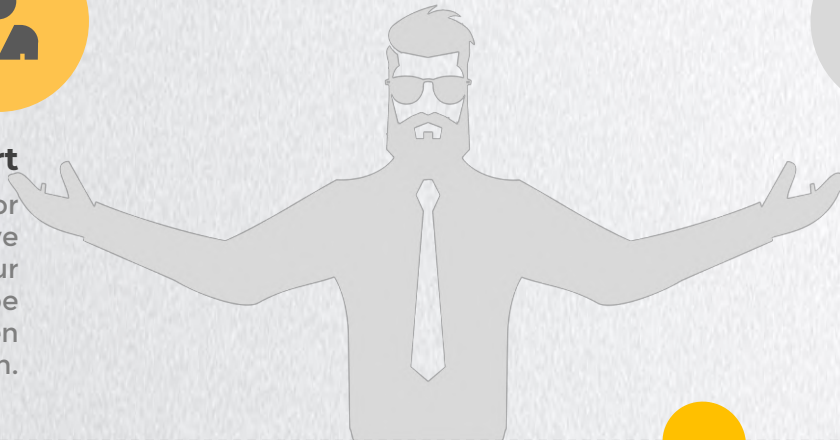
## Feedback

Always ask your customers for feedback. This is the only way to do improve your Service.



## Support

It is very important for your customer to have a good time using your service. Always be professional when talking to them.



## Availability

Do not let your customer wait and let them know of possible delays. Always give clear instructions.

## Start

Show off your service and prove you deserve to be one of the top-Refunders



## Enjoy

Be one of the most successful and most asked for Refunders



## Success

Achieve your aims and improve your Service

# How to profit from Refunding?



The effort that is needed to complete a refund is extremely low. Therefore you can make yourself a huge income within a short amount of time. Starting a Service grants you even a higher income. But I suggest that you not start a Service right away. Gain some experience, test it on cracked accounts before you attempt to do refunds for yourself or customers. You can successfully complete hundreds of orders, but if there is one angry customer who got a failed order, it can ruin your whole business.

I personally do 1-2 Amazon refunds a week, each order worth around 400 EUR. In total, I have probably completed well over 400 refunds just from Amazon. If you are from Germany then I highly suggest you to look much more further into Amazon as they had a huge potential for multiple years now. They are the most customer centric company.

Furthermore there are many other shops with huge limits at the moment. Many of them are mentioned inside the private store list. Everyone who is inside the Telegram group has access to it. They require minimum effort and make you big profit. The only negative aspect is the long process for PayPal at the moment. But let's be honest: You can complete a 15.000 EUR Paypal refund within 2-3 weeks with minimum effort. Isn't that great?

You have to find your own strategy, and I am pretty sure you will find one once you completed a few refunds. Refunding has a huge potential. There are so many people making a living doing refunds for years.

# Final words



There is one last thing I would like to mention before saying goodbye. Keep in mind Refunding is still fraud and can get you involved with huge problems, legally speaking. Therefore it's very important to stay safe. Don't become too greedy and always watch out to whom you are talking to.

With this being said, I would like to thank you for purchasing my Ebook and hope you were satisfied just like my many other customers. I hope you learned a lot from this as of now. You will learn so much more by attempting refunds and become much better over time. None of this was skimmed from anyone or anything else, but written by what I know from my 9 years of experience in the Refunding scene.

Make sure to join our Telegram group if you did not do so yet. If there are any problems, feel free to message me on Telegram. Be sure to leave a vouch/feedback on my thread as this will help my sales a lot and many other people by their decision. Probably by yours as well.

And last but not least, I would like to remind you of the T.O.S. Leaking or sharing any information on this Ebook is strictly forbidden. Please appreciate my work. Thank you very much, enjoy refunding, and I wish you all the best of luck! 🐸

# Standard Support



Add us on Telegram:  
**refund\_sh**

[https://telegram.me/refund\\_sh](https://telegram.me/refund_sh)

Keep in mind, we only reply to Ebook related questions. If you do not understand something, do not hesitate to contact us. Further information and quick Support is not included.

Feel free to upgrade to our 1-on-1 Mentorship.  
Contact us on Telegram to do so.

I am ready to answer all your Ebook related questions!





# Feedback



Any **feedback** is highly appreciated! This Ebook comes with **free lifetime updates**, so you are doing yourself a favor as well.

You found out something new? Or something changed? Please let us know so we can update the Ebook for you and other customers. Any suggestions are highly appreciated as well. If you see any typos or mistakes in the Ebook, please let us know where. You can also leave your feedback anonymously.

For feedback which belongs to the public, please use my sales thread, no matter if it's negative or positive. Any vouch and feedback is highly appreciated! We are happy to hear **your honest opinion**. It will help out sales a lot.

With Love,  
Bob

*Please consider leaving  
a vouch/feedback on  
my thread, as it will  
help my sales a lot  
<3*

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