

## **The complaint**

Mrs R complains PayPal UK Ltd won't refund her for a purchase she made.

## **What happened**

Mrs R bought three items online from a fairly large retailer, and returned two of the items as she thought they were not as described.

Mrs R raised a buyer protection claim with PayPal, and it initially said she would be eligible for buyer protection, then said she wouldn't be. Mrs R complained to PayPal, and it said it had permanently restricted her account and can't restore it.

Unhappy with this answer, Mrs R brought her complaint to this service. An investigator looked into things but didn't think Mrs R's complaint should be upheld.

The investigator said Mrs R had held a PayPal account previously, and been told she'd had her buyer protection removed. The investigator thought it was fair for PayPal to do this and then decline the buyer protection claim on her new account.

Mrs R didn't agree and said PayPal told her she was eligible for buyer protection. Mrs R said the current restriction wasn't because of a previous account, and in any event PayPal shouldn't have let her create a new account if she'd been restricted.

Mrs R felt PayPal went back on its word and asked for an ombudsman to decide things.

## **What I've decided – and why**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

PayPal offers buyer protection for certain purchases, but this is an optional protection, it's not something PayPal has to offer. But, buyer protection is part of PayPal's user agreement, so I think it should be offering it unless it's already told someone it's been removed.

PayPal's sent in an email it sent Mrs R, on a previous PayPal account she held. Although the email address is different from the one Mrs R has for this complaint, it's the same as the email address on a previous complaint she brought to this service.

There are a lot of identical details on the two complaints, I'm satisfied Mrs R held another PayPal account, with the email address PayPal sent the email to.

And I'm satisfied Mrs R had access to this email.

In this email PayPal says it's removing Mrs R's buyer protection and permanently limiting the account. So, I think Mrs R was on notice she could no longer raise buyer protection claims with PayPal, and this notice predated her most recent buyer protection claim.

Mrs R's then opened a new PayPal account, despite being told she couldn't, but I don't think this is PayPal's fault. PayPal told Mrs R not to open new accounts, but she did anyway.

And on this new account Mrs R's attempted to raise a buyer protection claim.

It's not in dispute PayPal told Mrs R she was eligible for buyer protection when she first raised her most recent claim. But I think Mrs R had previously been told she wasn't allowed to raise further buyer protection claims.

I don't think PayPal's gone back on its word, I think it's just reinforced what Mrs R had already been told.

It's unfortunate the link to Mrs R's previous PayPal account wasn't picked up sooner, but, once it was, I think PayPal's acted fairly in declining Mrs R's buyer protection claim.

PayPal's permanently limited, or blocked, Mrs R's most recent account, and again I think this is a fair action for it to take. PayPal's told Mrs R she's not allowed accounts with PayPal, so I think it's fair it blocks any other accounts Mrs R holds.

Mrs R says she didn't get what she ordered, but I don't think PayPal needs to refund her, it's told her she can't raise buyer protection claims anymore. Mrs R might want to take some advice about how she can go about getting a refund from the retailer.

But since I think PayPal's been clear and fair in removing Mrs R's buyer protection rights, I won't be asking PayPal to refund Mrs R or do anything else to resolve her complaint.

### **My final decision**

My final decision is I don't uphold this complaint.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs R to accept or reject my decision before 5 November 2025.

Chris Russ  
**Ombudsman**