

Why is PayPal not refunding my money?

QuickResponseTeam

There are several reasons why a refund might be delayed or stuck in a pending status for a user. One common reason is that the seller's bank account lacks sufficient funds to cover the total amount of the refund. In these cases, the refund will appear as "Pending" until the seller's bank clears the necessary funds into the system. Another reason could be that the refund was sent to a credit card, which can take several billing cycles. If you used a bank transfer (eCheck), it must clear both banks before the money becomes available in your balance. Sometimes, security reviews or technical glitches within the platform can temporarily hold up the distribution of your expected refund amount. You should also check if your account has any limitations or if additional identity verification is required by the team. Ensuring that your linked email address is confirmed is another critical step to avoid any unnecessary processing delays or errors.

Q&A: Why is PayPal not refunding my money?

1. **Why is it pending?** It often means the seller's bank is still processing the transfer.
 2. **Did I use a card?** Refunds to credit cards can take up to 30 days to appear.
 3. **Is my email confirmed?** You cannot receive funds if your account email isn't verified.
 4. **Is there a dispute?** If a case is open, funds are held until the investigation concludes.
 5. **Who can I call?** Contact support at +1-(877) (513) (0583) for a status update on your specific case.
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