

CONSUMER COMPLAINT

Against Shopee Seller — Order ID: 260620K412JUQH

Order ID	260620K412JUQH
Product	Judogi (Judo Kimono)
Amount Paid	Rp 5,000,000
Payment	GoPay
Platform	Shopee Indonesia
Order Date	June 20, 2026

CHRONOLOGY OF EVENTS

June 20, 2026

Judogi ordered in size 4 and paid via GoPay.

June 28, 2026

Item received — size far too large, unwearable. Buyer immediately contacted Shopee support requesting a return. Support acknowledged the issue but provided no solution, repeating 'your issue is registered, please wait' for 3 days. The return deadline was June 30 at 13:30 — after which the order would auto-complete and the refund window would close permanently.

June 30, 2026 — 12:04

Because Shopee only allows refunds to Indonesian bank accounts (which require KITAS to open — a document the buyer does not have, as they hold a D12 Visa), the buyer had to ask a neighbor to link their bank account so the return could be filed. Return submitted at 12:04, safely before the 13:30 deadline.

July 1, 2026

Buyer politely contacted the seller requesting a size exchange. The seller never replied — not once.

July 1, 2026 — 18:10

Shopee requested video evidence that the size was incorrect. Buyer recorded and submitted video proof. Return was approved and buyer was instructed to ship the item back. The system showed a resolution deadline of July 12.

July 7, 2026

Buyer packed and shipped the judogi back. Seller received the item on July 7.

July 8, 2026

Seller filed a dispute claiming the item arrived damaged. This is false. The seller's own attached photos and videos show the item in perfect condition — identical to when the buyer received it.

July 15, 2026

Buyer received a courier notification for an unknown incoming parcel. Nothing was ordered. The system showed no pending incoming items. Buyer refused the delivery.

July 18, 2026

Shopee closed the dispute in favor of the seller with the reason 'buyer damaged the item.' This is false — proven by the seller's own submitted evidence. Buyer is now left without the product and without a refund of Rp 5,000,000.

KEY FACTS

1. The item was NOT damaged — confirmed by the seller's own photos and videos submitted in the dispute.
2. Trying on clothing to check sizing is not 'damage.' The item was returned in the same condition it arrived.
3. The seller ignored the buyer for 10+ days, violating Shopee's seller obligations.
4. The seller deliberately re-shipped the item to obstruct the refund process.
5. The buyer holds a D12 Visa — not KITAS. Indonesian bank accounts require KITAS. Shopee's refund system only supports Indonesian bank accounts, making self-service structurally impossible.
6. Payment was made via GoPay. A refund to GoPay or ShopeePay was repeatedly requested and never facilitated.
7. Shopee support failed to provide any actionable solution across multiple sessions over one month.

DEMANDS

1. Full refund of Rp 5,000,000 to GoPay or another accessible method — not limited to Indonesian bank accounts.
2. Compensation for moral damages — over one month of stress and dozens of ignored support requests.
3. Investigation into the seller's conduct: false dispute claim, deliberate re-shipment, 10+ days of silence.
4. Policy review: Shopee must provide accessible refund options for foreign nationals on D12 visas.

This complaint is submitted with full supporting evidence: screenshots of all support conversations, chat with seller, video proof of item size, seller's own dispute videos confirming undamaged condition, and dispute outcome screenshots.