

Problem with itpaysdividends

We recently had a dispute with a outfit called "itpaysdividends", and we thought others may want to know how they deal with customers before they purchase any services.

In November of 2009 we signed up for a 3 month trial for a one off payment, this was on what we now understand to be a PayPal Subscription. This type of PayPal Subscription payment to itpaysdividends will automatically make another payment if the subscription is not cancelled.

We did not intend to carry on with the service provided, it was difficult to display the itpaysdividends data on Microsoft Spreadsheet and the information we were seeking was not provided. However another automated subscription was made from our account, we immediately contacted itpaysdividends, not expecting to have any problem cancelling a service for a further 12 months, and this was the day after the payment had been taken from our PayPal account.

Please look at the email record below to see the response we got from itpaysdividends, a complete refusal to cancel our subscription and no chance of getting our money refunded. You will notice how rude these emails are, accusing us of telling lies, not even bothering to address us by name and even threats, not an easy company to deal with.

Having spoken quickly to Consumer Direct & the Financial Services Agency, they kindly advised on how to proceed; basically remind the company of the 7day cooling off period covering internet selling. We contacted itpaysdividends again and failed to get an answer to our email and no terms and conditions could be found on the itpaysdividends website.

Best Regards

Ian Bickerton MIET CEng

Email correspondence from the 15th February 2010

From: Ron Newfield [mailto:IPD@itpaysdividends.co.uk]
Sent: 24 February 2010 17:13
To: 'Ian (Bitworks Cheltenham)'
Cc: John.Evans@Parker-Evans.co.uk
Subject: RE: itpaysdividends - Payment Receipt Confirmation - Monthly Service
Importance: High

That's a good idea. We'll do the same on our web-site. We manage our own website, so we'll put a link on our homepage quoting www.bitworks-engineering.co.uk/index.htm this weekend.

I'll keep an eye on your website just to make sure that you don't accidentally put anything libellous on there. You have to be very careful with publishing on websites as it is covered fully by libel laws.

Bearing in mind that PayPal have fully found in our favour, you could be on thin ice legally.

Regards,

Ron Newfield

From: Ian (Bitworks Cheltenham) [mailto:ian@bitworks.fsbusiness.co.uk]
Sent: Wednesday, February 24, 2010 12:50 PM
To: 'Ron Newfield'
Subject: RE: itpaysdividends - Payment Receipt Confirmation - Monthly Service

Hello Ron,

Just to keep you informed, now have permission to add a separate 'itpaysdividends' page linked to our popular download page to allow the search engines to see the page. On this side page we will detail this sorry story & quote the FSA & Consumer Direct.

This page will appear on the next site download ... and stay until we achieve a reasonable number of non search engine hits.

Best Regards

Ian Bickerton

Bitworks

From: Ron Newfield [mailto:IPD@itpaysdividends.co.uk]
Sent: 18 February 2010 11:20
To: 'Ian (Bitworks Cheltenham)'
Subject: RE: itpaysdividends - Payment Receipt Confirmation - Monthly Service
Importance: High

"I did not know a cancelation was required" - Untrue - "PS - Please note that if you have paid using PayPal, then as per their subscription terms, if it is not cancelled by the end date, it will automatically renew at the prevailing rate."

Regards,

Ron Newfield

From: Ian (Bitworks Cheltenham) [mailto:ian@bitworks.fsbusiness.co.uk]
Sent: Wednesday, February 17, 2010 2:20 PM
To: 'Ron Newfield'
Subject: RE: itpaysdividends - Payment Receipt Confirmation - Monthly Service

Ok Ron,

Your missing the point, I did not know a cancelation was required.

As requested, you forced me into a PayPal dispute ...

Best Regards

Ian

Ian,

Please refund the payment and let's not take this into a formal PayPal dispute. - Sorry, but we have given you ample opportunity to cancel (three months) and the contents of this email is evidence enough that it was quite clear that it was a recurring subscription.

Hardly worth involving PayPal for £12, but if you feel that you need to, then please do so.

Regards,

Ron Newfield

From: Ian (Bitworks Cheltenham) [mailto:ian@bitworks.fsbusiness.co.uk]
Sent: Tuesday, February 16, 2010 9:40 PM
To: 'Ron Newfield'
Subject: RE: itpaysdividends - Payment Receipt Confirmation - Monthly Service

Hello Ron,

Sorry, I thought your trial offer was a **subscription** but for three months, so no surprise to see this being setup as a subscription Paypal payment. The important point is that I did not want to proceed with the subscription after the trial period and was not aware that a cancellation was required. You have a good product and surely do not need to make this refund difficult?

Please refund the payment and let's not take this into a formal Paypal dispute.

Best Regards

Ian

From: Ron Newfield [mailto:IPD@itpaysdividends.co.uk]
Sent: 15 February 2010 11:51
To: 'Ian (Bitworks Cheltenham)'
Subject: RE: itpaysdividends - Payment Receipt Confirmation - Monthly Service
Importance: High

Ian,

"Was not aware this was a subscription or indeed this could even be done via PayPal"
- This is all a bit worrying.

When we sent you the example spreadsheet on 15/10/09, it clearly stated on that email :-

- 1) "Click on one of the '**Subscribe**' links below to sign up securely via PayPal." - Which you did to initiate the subscription payment.
- 2) "Annual **Subscription** Rates :-" - Which would again indicate that this is a **subscription** service.

When you followed the link to PayPal, it clearly states :-

Monthly **Subscription** (Trial at 50p per month) £1.50 GBP for the first 3 months
Then £12.00 GBP for each year.

When you went through the PayPal **Subscription** initiation service, you would have received a **Subscription** Confirmation from PayPal. You also received one from us, which you have copied below, which clearly states :-

- 1) We acknowledge receipt of your payment of £1.50 for the **subscription** ...
- 2) PS - Please note that if you have paid using PayPal, then as per their **subscription** terms, if it is not cancelled by the end date, it will **automatically renew** at the prevailing rate.

If you are saying that you were not made aware that you had entered into a subscription, despite the warnings above, then that would seem to imply that you had not read any of the above. If you had not read any of the above, that in turn would imply that you had not initiated this subscription in the first place in which case, you should report this to PayPal's Fraud Department as someone may have access to your account. As PayPal is covered by FSA controls, this may involve the Police service and your Internet Service Provider.

Otherwise, the subscription will stand as per PayPal's Terms and Condition, which you have agreed to.

We have kept to our side of the subscription by supplying three months worth of data on Saturdays 5th December, 2nd January and 6th February, which is covered by PayPal's "Intangible items supplied: Computer Spreadsheets" service agreement.

PayPal have kept to their part of the agreement with you to pay £1.50 initially, then to pay £12 on the three month anniversary, in the event of non-cancellation.

Regards,

Ron Newfield

From: Ian (Bitworks Cheltenham) [mailto:ian@bitworks.fsbusiness.co.uk]
Sent: Monday, February 15, 2010 9:55 AM
To: 'Ron Newfield'
Subject: RE: itpaysdividends - Payment Receipt Confirmation - Monthly Service

Hello Ron,

Can you please refund the money just taken from PayPal account ...

Reference

You sent 12.00 GBP to itpaysdividends for a subscription payment.

Payment Details

Subscription name: Ian Bickerton

Transaction date: 14 Feb 2010

Transaction time: 10:05:51 GMT

Funding source: Instant Bank Transfer

Subscription number: S-9HL86618RU9044439

Was not aware this was a subscription or indeed this could even be done via PayPal, I tried your service but it's not for me and do not wish to continue with your service albeit very good.

Best Regards

Ian Bickerton

FT350 Dividend Information

We acknowledge receipt of your payment of £12 for the subscription to the monthly FTSE350 spreadsheet service. We will begin and end the monthly emails to you on the following dates :-

Start Date: 06/02/10

End Date: 01/01/11

Thank you for your custom.

Regards,

Ron Newfield

PS - Please note that if you have paid using PayPal, then as per their subscription terms, if it is not cancelled by the end date, it will automatically renew at the prevailing rate. If you have paid by cheque, then we will send you a reminder near to the end date.



FT350 Dividend Information

We acknowledge receipt of your payment of £1.50 for the subscription to the monthly FTSE350 spreadsheet trial. We will begin and end the monthly emails to you on the following dates :-

**Start
Date: 07/11/09**

**End
Date: 02/01/10**

Thank you for your custom.

Regards,

Ron Newfield

PS - Please note that if you have paid using PayPal, then as per their subscription terms, if it is not cancelled by the end date, it will automatically renew at the prevailing rate. If you have paid by cheque, then we will send you a reminder near to the end date.