

Buyer Protection

Help

Mobile

Ship to

/ USD

Go to Global Site (English)

I'm shopping for...



Cart 0

My AliExpress > Dispute List > Dispute Detail

Dispute Detail

Order NO: 73523531645011 (Dispute Case NO:4024688341)

Status: **Dispute Finished**Reminder: This dispute has been processed. ([Details](#))[Dispute Survey](#)

Appeal have been raised, is being processed

Dispute info

Details

Did you receive your order Yes

Do you want to return goods No

Dispute Reason: Phone frequency/network is not as described

Dispute Order Total: EUR € 97,27(EUR € 97,27 Product Price and EUR € 0,00 Shipping Fee)

Refund Amount: **EUR € 19,45**

Dispute Opened: Apr. 03 2016

Requests Detail: If you are not with the WIFI, here we accept full refund with full return .

Return Address:

Consignee: wei yi ying

Street Address: LijinCheng Science&Technology Industrial Park, Business center,Office# 509

Street Address2: Longhua District, Industrial Road on the 8th

City: shenzhen

Province: Guangdong

Country/Region: CN

Zip: 518109

Local Number: 86-0755-29172667

Mobile: 15012784445

Fax:

Product Info



Kingzone N5 5inch 4G Smartphone
LTPS1280x720 Cell phone Android 5.1
MTK6735 Quad-Core 64bit mobile
phone 2GB RAM 16GB ROM 13MP
Bundle:STANDARD PHONE
Color:White
Order NO: 73523531645011

Seller: Coco W

[Chat now!](#)

Unit Price: US \$ 105.59

Quantity: 1

[view the order ▶](#)


Dispute History



[Close](#)

Initiator	Received Goods	Return Goods	Refund Amount	Date	Action	Reason & Detail	Attachment
System				2016-04-25 20:40	Close		
System				2016-04-25 18:08	Process Funds	Details	
Buyer				2016-04-20 12:04	Respond	I think it's clear we won't come to any agreement this way. Will you please confirm that I should now go to my credit card company and ask them to reverse the charges, then tell everyone about my experiences in my seller review and other places on the Internet?	
System				2016-04-20 00:09	Process	Details	
Seller				2016-04-16 02:15	Respond	under this case of N5 mobile, from our communications,there is no quality problem on the mobile's usage. Our N5 specification offered by Kingzone factory and all N5 sellers have the same specifications. but the kingzone factory doesnot update its specification gradually, Under this situation,the buyer open dispute and ask for refund. So we don't agree to make refund for such unreasonable reason.	
Buyer				2016-04-14 01:07	Respond	Your website does not work for uploading videos. You can find the video here: https://cloud.seedsavers.nl/owncloud/public.php?service=files&t=72cc40fdd7ce73500b097606f05823b4	
System				2016-04-13 18:10	Process	Details	
Buyer				2016-04-11 23:24	Escalate Dispute		
Seller	Yes	Yes	EUR € 97,27	2016-04-11 21:44	Reject	If you are not with the WIFI, here we accept full refund with full return .	
Buyer	Yes	No	EUR € 67,27	2016-04-07 08:22	Modify	The phone does not work as described. Video evidence is here: https://cloud.seedsavers.nl/owncloud/public.php?service=files&t=72cc40fdd7ce73500b097606f05823b4 Without 802.11ac I do not think the phone is worth more than €30. I'm still willing to return it, if seller pays the shipping costs, because the problem is not my fault. Otherwise, I think it's probably time to escalate to Aliexpress. At the moment, I don't have any reason to give a negative review.	

Initiator	Received Goods	Return Goods	Refund Amount	Date	Action	Reason & Detail	Attachment
Seller	Yes	No	EUR € 4,61	2016-04-07 02:58	Reject	the factory offered us such specifications,it mean the phone supports this function. To this problem,it neednot to explain more. If you are not satisfied with it,here we accept refund with return. If you want to keep the phone, we can offer refund 5usd to you, with positive feedback. because we evaluate you can be a reliable customer to us.	
Buyer	Yes	No	EUR € 67,27	2016-04-06 05:43	Modify	802.11ac does not work on this phone, and it is not dual-band. See attachments. I do not agree to pay the cost of shipping if the item is returned, since the mistake was not my fault. Instead I offer to pay the seller the estimated cost of returning the item and then keep it.	
Seller	Yes	Yes	EUR € 97,27	2016-04-04 21:29	Reject	hi,you can send it back for full refund.	
Buyer	Yes	No	EUR € 97,27	2016-04-03 06:07	Open Dispute	The description on aliexpress says it supports 802.11ac, but the manufacturer website does not say this. http://www.kingzone.cc/products_cs.aspx?id=120 Uploading video does not work, you can download the video evidence here: https://cloud.seedsavers.nl/owncloud/public.php?service=files&t=72cc40fdd7ce73500b097606f05823b4 I am willing to return the phone if the seller pays the shipping costs.	

Leave a message for the seller

- Coco W** 2016-04-07 02:58:07
the factory offered us such specifications,it mean the phone supports this function.
To this problem,it neednot to explain more. If you are not satisfied with it,here we accept refund with return.
- If you want to keep the phone, we can offer refund 5usd to you, with positive feedback. because we evaluate you can be a reliable customer to us.
- Patrick Wiebe** 2016-04-06 05:32:56
Yes, I see, all the other sellers have the same problem. Even on dx.com the information is wrong.
I don't think I should pay the cost to return it. It was not my mistake.
How about if instead of paying €30 to return it to you, I pay you €30 and keep the phone?
- Coco W** 2016-04-06 02:01:16
from Kingzone website,their info didnot update.
you can check this specification with other sellers. they also have same specifications with our link.
so what you want us to now ? refund with return ?
- Patrick Wiebe** 2016-04-05 04:12:50
Here is the image.

- Patrick Wiebe** 2016-04-05 04:11:05
Yes, exactly, the manufacturer's page that you attached says:
WLAN
Wi-Fi 802.11 a/b/g/n, DLNA, Wi-Fi Direct, Wi-Fi hotspot, Wifi-display
But your page says:

WLAN Wi-Fi 802.11 a/b/g/n/ac, dual-band, DLNA, Wi-Fi Direct, Wi-Fi hotspot, Wifi-display
This phone does not have 802.11 ac, and it is not dual-band. The video I made shows this is true.
It doesn't matter if the manufacturer fixes this in the future, now is when I need the phone and it's not working.
If I return the phone, will you pay the shippings costs? I estimate this to be about €30. Also the phone is no longer new, because I have been using it for about a month now. I have most of the original packaging, but probably not all of it.

- Coco W** 2016-04-04 21:36:50
the factory will update its equipment gradually. YOU can check N5 specification from other seller's store link,the factory gave us same specifications.
welcome to check with Kingzone factory,the tel# is 0086-0755-83559929
- Coco W** 2016-04-04 21:29:39
hi,you can send it back for full refund.
- Coco W** 2016-04-04 21:27:45
Pls be kind to cancel dispute and confirm shipment to us on time.
- Coco W** 2016-04-04 21:27:31
http://www.kingzone.cc/products_cs.aspx?id=120
welcome to check its info from Kingzone official website

- Patrick Wiebe** 2016-04-03 05:38:45
<https://cloud.seedsavers.nl/owncloud/public.php?service=files&t=72cc40fdd7ce73500b097606f05823b4>
Hello,
You can find the video with the above link. I am about to open a dispute with Aliexpress, because buyer protection has almost expired, but I will continue discussing it with you while the dispute is ongoing.
- Coco W** 2016-04-01 16:16:05
Big Big Big Sales
39.99usd/pc,40pcs available
Gooweel GT90H A23 Dual core 9.0inch tablet pc Android4.4 Dual camera WIFI Bluetooth OTG 1GB RAM/ 8GB ROM
http://www.aliexpress.com/store/product/Big-Sale-Gooweel-GT90H-A23-Dual-core-9-0inch-tablet-pc-Android4-4-Dual-camera-WIFI/907211_32642950399.html
Follow the below steps:
1. Sign in to AliExpress.com and add the product to your Cart or Wish List
2. Open the app and find the product(s) in the Wish List or Cart

3. Pay for your order and get your discount!
Or Scan the product's code to buy directly.

Coco W

2016-04-01 07:53:52
Big Big Big Sales
39.99usd/pc,40pcs available
Gooweel GT90H A23 Dual core 9.0inch tablet pc Android4.4 Dual camera WIFI Bluetooth OTG 1GB RAM/ 8GB ROM
http://www.aliexpress.com/store/product/Big-Sale-Gooweel-GT90H-A23-Dual-core-9-0inch-tablet-pc-Android4-4-Dual-camera-WIFI/907211_32642950399.html
Follow the below steps:
1. Sign in to AliExpress.com and add the product to your Cart or Wish List
2. Open the app and find the product(s) in the Wish List or Cart
3. Pay for your order and get your discount!
Or Scan the product's code to buy directly.

Coco W

2016-03-20 18:01:57
dear friend,
how are you ?
sorry to hear problem from you.
to your problem,can you be kind to take a vidoe for our checking ?
here the wifi works well and we also didnt hear wifi problem from other users.

Patrick Wiebe

2016-03-19 13:15:56
I think I found the problem. Your description seems to be wrong. On the manufacturer's website, it does not mention 802.11 ac:
http://www.kingzone.cc/products_cs.aspx?id=120
The reason I choose this phone is because it has both LTE and 802.11ac.

Patrick Wiebe

2016-03-19 06:50:37
Hello, I received the phone, thank you. 802.11ac (5Ghz WiFi) does not seem to work. The phone cannot see these hotspots. Do you know what's wrong? Do I need to enable this somehow?

Coco W

2016-03-09 22:20:30
Pls remember to check goods well before signing parcel. If you find any damage or lost,pls refuse to sign parcel, and get official document of damage/lost from your POST,it will protect your money.
Any question you have,pls contact us directly before leaving neutral or negative feedback. We belive all problems can be solved via good communication.,
Appreciated if you can confirm shipment and leave 5stars feedback upon receiving the items.
Best regards,
The Service Center of Gooweel

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Insert smileys

1 of 7 Page

Upload a Photo

Please do not upload any personal information! You can upload one photo (max size 5MB) with your message to the seller. The format of the photo should be in jpg, png, gif, or bmp. (Please note that we will only consider the evidence submitted in the dispute details page after opening the dispute. We will not consider additional information (such as message history with the seller, etc.) If you need to use message history as evidence, please submit it in the dispute page in the form of attachments.)

Send

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