

Review of [Trustpilot](#)

Integrity, Righteous, Resolute

13 reviews AU



Aug 5, 2025

Despite multiple reports Trustpilot is ignoring the evidence and enabling harassment

Despite multiple reports, Trustpilot refuses to take down two blatantly fake reviews: one from an account literally named "C**t" and another from "WARZONE." Both are part of a documented smear campaign that's been reported to authorities in multiple countries.

One review falsely claims my business is "robbing people", posted by an account using an obscene slur as its username (a clear violation of Trustpilot's own rules). The other repeats the same lie within hours, proving it's coordinated.

These aren't real customer complaints. They're part of a targeted harassment campaign started on social media by competitors and bad actors with personal grudges. Some have even admitted to organizing fake chargebacks and mass review-bombing to hurt my business.

I've reported these for defamation, obscenity, and malicious intent, yet Trustpilot insists they "don't breach guidelines." Never mind that one username is literally one of the most offensive words in English.

The damage is real. Potential customers see these lies and walk away. My reputation takes a hit while fake reviews stay up for days... and Trustpilot does nothing.

If you're a business owner, be warned: Trustpilot won't protect you. Even when reviews break every rule in their own Terms of Use, they'll look the other way.

July 30, 2025

Unprompted review

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Reply from Trustpilot

Aug 8, 2025

Hi there,

We're very sorry to hear about this distressing situation. Usernames containing obscene language are a clear violation of our guidelines, and we take reports of harassment very seriously.

If you have a business account, please flag the review from there. Alternatively, please submit all details and evidence through our contact form. This will allow our Content Integrity team to conduct a full investigation into the matter for you: <https://help.trustpilot.com/s/contact-us>.

If you have already flagged the review, and you think the wrong decision was made, please follow up with our Content Integrity Team so they can take another look and help out.

-Melody, The Trustpilot Team