



Re:[## 161633 ##] Purchase Terms Contact: Subscription Cancellation Request

5 messages

d7xTech Service Team <service@d7xtech.com>

Fri, Apr 1, 2022 at 12:31 PM

Reply-To: service@d7xtech.com

To: [Redacted]

I can only find two subscriptions under the email you are writing from, and both were cancelled previously. I can find no subscriptions under the other emails you've given me. As for refunds, all sales are final including recurring subscription billing, so I will not be able to accommodate you on that request.

Thank you,

Nick - d7xTech Team (formerly Foolish IT)



--- On Fri, 1 Apr 2022 12:46:20 -0400 [Redacted] wrote ---

From: Jonathan Grose ([Redacted])

Company: [Redacted]

d7x Username:

Subject: Subscription Cancellation Request

Hello,
I would like to permanently unsubscribe from your service. I am not sure how many accounts I have under this email address and/or billing address, but I would like to cancel them all and ask for a refund for my purchase price.

The subscription ID is 147924000004420884 for this account. My billing address is [Redacted]

There might also be accounts under the following email addresses:



Sent via www.d7xtech.com / Purchase Terms Contact Form

4/2/22, 6:44 AM

Gmail - Re:[## 161633 ##] Purchase Terms Contact: Subscription Cancellation Request

Sent from: <https://www.d7xtech.com/store/manage-subscriptions/>

Date/Time: April 1, 2022 at 12:46 pm

IP: 45.30.78.204

UserAgent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/99.0.4844.84 Safari/537.36 OPR/85.0.4341.28

Form URL: <https://www.d7xtech.com/store/manage-subscriptions/>

Fri, Apr 1, 2022 at 12:50 PM

[REDACTED]
To: service@d7xtech.com

So, how is it you can find my email in your database under an email that was ALREADY UNSUBSCRIBED, but yet I got billed for an automatic subscription?

Just the other day you said you could find no cancellation requests under my email. See below.

So, the way I see it, you owe me a \$30 refund as **HAD ALREADY CANCELLED AS YOU JUST STATED**, but below it was "obvious I hadn't cancelled or I wouldn't have been rebilled". How do you circle the square on those two statements? You can't. You obviously have a major problem with your billing system and I look forward to hearing back from you that you have refunded my money.

[REDACTED]