

Emails with Shaw Academy

[Shaw Academy] Re: CANCEL MY ACCOUNT IMMEDIATELY



You replied on Fri 5/22/2020 2:21 AM

Gomes (Shaw Academy) <support@shawacademy.zendesk.com>

Thu 5/21/2020 3:54 PM

##- Please type your reply above this line -##

This ticket ([#1604605](#)) has been updated.

If your request is not fully resolved, please reply to this email.



Gomes (Shaw Academy)

May 21, 2020, 4:54:17 PM GMT+1

Hi Lolo ,

Thanks for reaching out to us again!

I am sorry to hear you still do not want to continue and cancel the subscription with us.

In order to cancel you will need to go into your member area [Here](#) and select 'My Profile' and then 'Memberships & Payments' and follow the process.

There are a variety of better options than canceling and we find most students avail of one of those.

You started with real goals, they meant something to you. We want to help you achieve your goals.

Your Friendly Neighborhood Shaw Academy Support Team

Web: www.shawacademy.com

Delivering great education, accessibly and affordably, to everyone



Pakal99

May 20, 2020, 1:15:49 PM GMT+1

None of the items on your list apply to me.

Again. For the tenth time. Please CANCEL MY FREE TRIAL, CANCEL MY ACCOUNT, AND CANCEL ANY AND ALL FUTURE CHARGES.

Please confirm EVERYTHING has been CANCELLED and nothing will be charged to my card.

Thank you.

From: Shaw Academy <support@shawacademy.zendesk.com>
Sent: Tuesday, May 19, 2020 11:05 PM
To: Pakal99 <pakal99@hotmail.com>
Subject: [Shaw Academy] Re: CANCEL MY ACCOUNT IMMEDIATELY

##- Please type your reply above this line -##

Hi Pakal99,

Thank you for reaching out and thank you also for registering with Shaw Academy to begin with to learn new skills.

If you have been charged for the ****card validation****, you do not need to worry, it will be refunded back to your account within a few hours on the same day.

If you have been charged for the ****Toolkit or Certificate**** and it is not activated in your account or you are looking for a refund, please reply to this email with screenshot of the payment receipt or bank statement.

If you have paid to ****upgrade your membership**** and it is not activated in your account or you are looking for a refund, please reply to this email with screenshot of the payment receipt or bank statement.

If you wish to upgrade and you have any query related to Premium Membership, please reply to this email with your detailed concern.

We at Shaw Academy are doing everything we can to help people all over the world just like you who are experiencing difficulties as a result of Covid-19. From time to time our responses may not be as prompt as usual as we are seeing up to ten times the number of students joining and we are doing our best to help everyone achieve their goals and prepare for this new world. With this in mind we would ask that if you have raised the issue by email/ticket/or any other form that you do not open a second ticket. Rest assured we will action your request.

Thank you very much for your time and happy studying.

Your Friendly Neighbourhood Shaw Academy Team.

This email is a service from Shaw Academy. Delivered by [Zendesk](#) | [Privacy Policy](#)

From: Shaw Academy <support@shawacademy.zendesk.com>
Sent: Tuesday, May 19, 2020 11:05 PM
To: Pakal99 <pakal99@hotmail.com>
Subject: [Shaw Academy] Re: CANCEL MY ACCOUNT IMMEDIATELY



Pakal99

May 19, 2020, 6:46:09 PM GMT+1

You offered me a free course then switched the order to a sale on materials. That is called bait and switch, and it is an illegal business practice in the state of New York.

Then, when I try to cancel membership, you made it extremely difficult, now forcing me to call you with a reference number. And when I called you, just now, lo and behold, the automated service disconnects me. Nice job.

Please cancel my account effective immediately. The reference number you provided me is 65342. Otherwise, I will file a formal complaint with the Better Business Bureau, and a fraud complaint with my credit card company. Please advised me via email at pakal99@hotmail.com when the cancellation has processed.

Thanks.

Marco