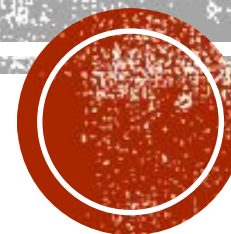# REFUNDS IN THE PROJECT "SWORD OF CHAOS" (RU)

Я тоже 2290 откатился))
Андрей Логинов, 28 фев 20:51

Андрей Логинов, 28 фев 20:53

Андрей Логинов, 06 мар 21:37

Во щас ещё один платёж пришол уже 7 к на карте
Андрей Логинов, 06 мар 21:40

Все что пропил за выходные вернулось
Андрей Логинов, 06 мар 21:44

S10

Translation:

Made refund for 2290 Rub

Did one more for 7000 Rub

Got all money spent for weekend back

Kate Mobile

The One, 03 мар 11:03

Чуть ранее, чувака зовут Руи, я к нему обращаюсь все время, кратко в тексте написано, здравствуйте Алексей, это снова Руи, ваш специалист поддержки Айтюнс , я хотел проследить возвратом суммы 14к, если она не пришла, обратитесь в банк.

The One, 03 мар 11:09

Откаты сделаю 😂😂😂😂😂😂😂
The One, 04 мар 16:55

Я донатир

The One, 04 мар 18:35

S10

Translation:

iTunes Operator says that refund was made for 14000 Rub

Keep using refunds

Kate Mobile

Андрей Логинов, 28 фев 20:53

Андрей Логинов, 06 мар 21:37

Во щас ещё один платёж пришол уже 7 к на карте
Андрей Логинов, 06 мар 21:40

Все что пропил за выходные вернулось
Андрей Логинов, 06 мар 21:44

Андрей Логинов, 06 мар 21:45

S10

On your computer:

1. Mac OS X: see https://support.apple.com/kb/PH19506
2. Windows: see https://support.apple.com/kb/PH20391

Note: Although we mentioned third-party products in this email, Apple doesn't recommend or endorse these products.

As always, my goal is to help you with your concern as quickly and accurately as possible. I appreciate your patience and understanding regarding this matter and sincerely trust this information helps you to resolve this matter.

If you did not receive the refund within ten days, please contact your credit card company regarding questions about when the credit will be posted to your account.

Have a great day, Алексей!

Thanks,

Rui
iTunes Store Customer Support
http://www.apple.com/support/itunes/ww

TM and copyright © 2016
All Rights Reserved / Privacy Policy / Support / Give us feedback

The One, 27 фев 19:00

S10

Here is part of

Apple support

answer for player

Алексей, I recommend that you avoid making any more in-app purchases from it until the developer confirms the issue is resolved.

If you want to uninstall the App, follow these steps (keep in mind that not all in-app content can be downloaded again for free, and that by uninstalling this app, you may also lose access to some of the i app content you previously purchased):

On your iPhone, iPad or iPod Touch:

1. Tap and hold the icon until it begins to wiggle.
2. Tap the X next to the icon.
3. Choose Delete.

On your computer:

1. Mac OS X: see https://support.apple.com/kb/PH19506
2. Windows: see https://support.apple.com/kb/PH20391

Note: Although we mentioned third-party products in this email, Apple doesn't recommend or endorse these products.

As always, my goal is to help you with your concern as quickly and accurately as possible. I appreciate your patience and understanding regarding this matter and sincerely trust this information helps you to resolve this matter.

If you did not receive the refund within ten days, please contact your credit card company regarding

S10

1. If your purchases do not appear, try closing the game, power cycling your device by holding the hom button and the power button at the same time until the device powers off. Turn the device and the gam back on and your in-app should be credited to you.

2. You may need to update your iOS version if you are running an outdated version.

After reviewing your case, I've been able to issue you a full refund. Within 10 business days, 7490.00 R should be posted to the payment method used to make the purchase.

The developer of this application, may be able to provide information about why you did not receive th In-App Purchase. The developer is the one who is in charge of pricing, posting updates and also has control of modifying or removing their content. Applications are added to the iTunes Store directly by th content provider and they have been given almost complete responsibility over their own contents. To contact them directly, please visit:

http://soc.all-stargames.com/

Алексей, I recommend that you avoid making any more in-app purchases from it until the developer confirms the issue is resolved.

If you want to uninstall the App, follow these steps (keep in mind that not all in-app content can be downloaded again for free, and that by uninstalling this app, you may also lose access to some of the i app content you previously purchased):

On your iPhone, iPad or iPod Touch:

1. Tap and hold the icon until it begins to wiggle.

S10

Kate Mobile

Telecard; Card1519; 26.02.16 23:52:05; Zachislenie; 2290 RUR; dostupno: 2328.01 RUR

The One, 27 фев 11:42

Я все откатил, а точнее 19870

The One, 27 фев 18:59

Thanks for choosing Apple.
Hi Алексей,

Thank you for your response. My name is Rui, your request has been transferred to my desk and I will taking over your case from here.

I'm sorry to hear that your purchased In-App "109200 Алмазов" didn't download completely on your device as you have tried contacting its app developer. I know how important it is for you to use the item that you paid for and expect it to work properly. No worries, I will take immediate actions on this and w provide the necessary information you need in resolving this matter for you.

While most of the transactions go smoothly, sometimes the developers game servers might be slower than usual or experience an error. There are a few things you can try from your end to see if the in-app will be delivered.

1. If your purchases do not appear, try closing the game, power cycling your device by holding the hom button and the power button at the same time until the device powers off. Turn the device and the game back on and your in-app should be credited to you.

2. You may need to update your iOS version if you are running an outdated version.

S10

Translation:
Message about refunding 2290 Rub

Refunded 19870 Rub

Вот сегодняшняя квитанция

The One, 24 фев 17:40

thank you very much Errol for help, but the developers of this application do not respond at all to inquir
a month waiting for, and then turned to you in my last letter, I was referring to other payment, now I will
show you who do not come ready to please him problems on my own I want to say that it is time to tie
with the completion of this developer ...
Now I do not buy that entered - 25,02,16

The One, 27 фев 1:58

спасибо большое Эррол зав помощь,но разработчики этого приложения не отвечают вообще н
запросы,месяц ждал,потом обратился к Вам,в последнем письме я имел в виду другой
платеж,сейчас я укажу Вам который не пришел,решите пожалуйста с ним пробле,от себя хочу
сказать что пора завязывать с пополнением от этого разработчика...
вот покупка которая мне не поступила - 25,02,16 MJ492GV046 7490 руб

The One, 27 фев 1:58

Telecard; Card1519; 26.02.16 23:52:05; Zachislenie; 2290 RUR; dostupno: 2328.01 RUR

The One, 27 фев 11:42

S10

Translation:

Here is the refund for 7490 Rub

Лёша Кнотько, 01 мар 11:12

Лёша Кнотько, 04 мар 16:40

Лёша Кнотько, 06 мар 16:05

S10

Kate Mobile

я сегодня 3500 влил с откатом)
Никита Чудов, 29 фев 21:40

Меня кинули

Никита Чудов, 06 мар 19:15

но зато 1150 вернул
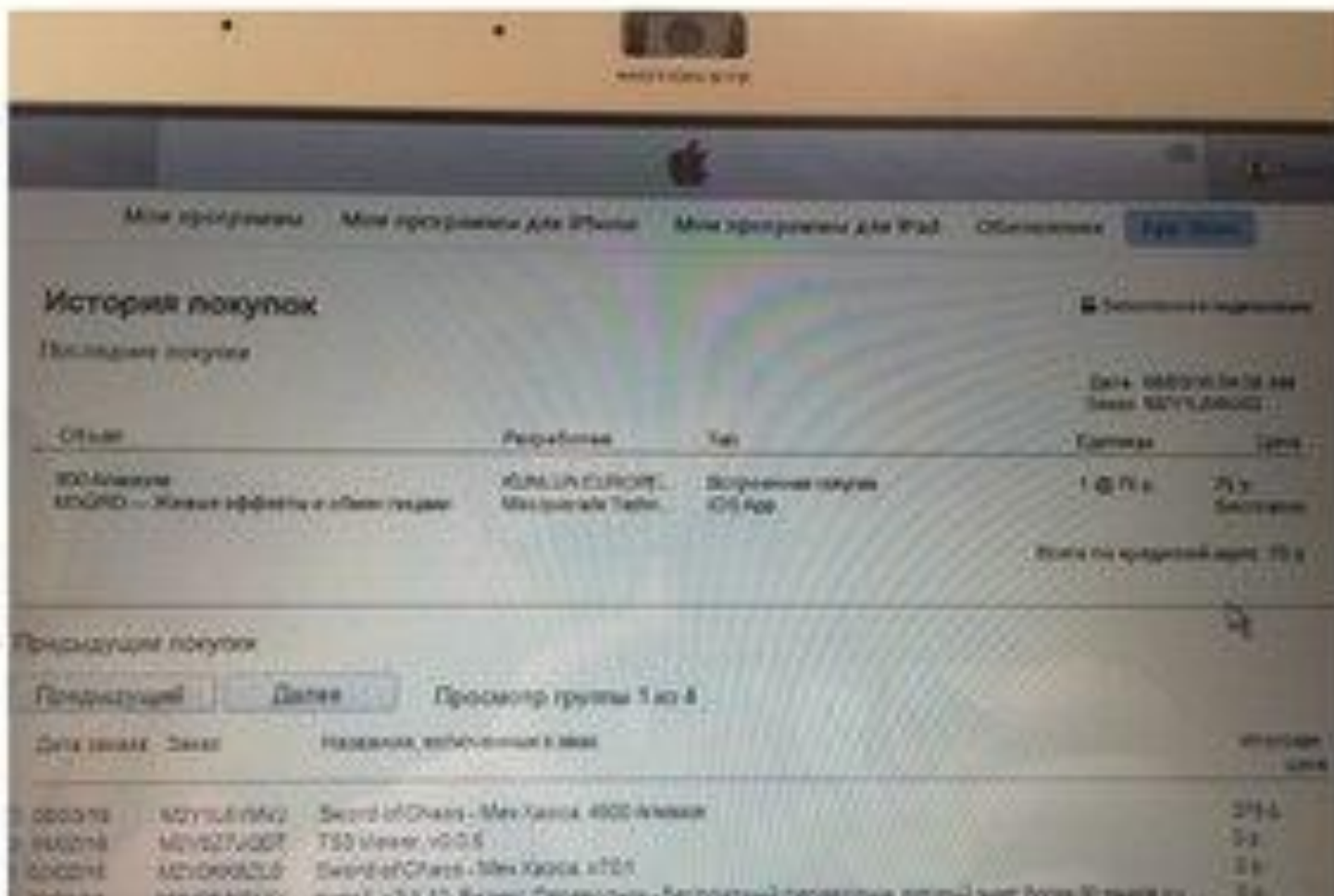Никита Чудов, 07 мар 15:51

S10

Translation:

Here is the refund for 3500 Rub

And 1150 Rub refund

S13 (ЛИЛИТ)

Here is how he showed it by himself (he didn't know that this info is useful for developer =).

S13 (ЛИЛИТ)

Here is the payment history at iTunes. This is one of current players who make refunds.
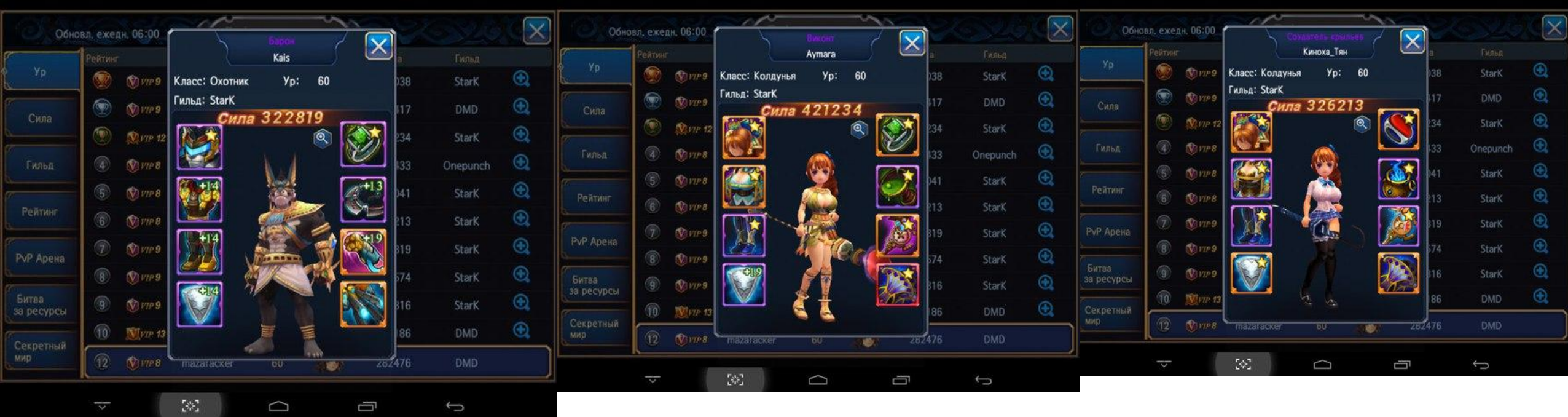
Here are players from S10 who made refunds. Their conversation is listed above.

PROBLEM

- We get such messages very often. And as we are playing the game – we see refunders by ourselves. It brings disbalance. It makes your Team to loose money. It makes your profit lower day-to-day. It makes other players to loose interest to the project.

- BUT! There is no legal way to do something with all these fraudsters…

DECISION

- Team to be able to "fix" this in legal way – is to add "Terms of use" & "Privacy Policy" to main title of the game (just hide it under button somewhere)

- Also these things should be added to Official Website. It will give a lot of instruments for the Team if there any trials will happen.
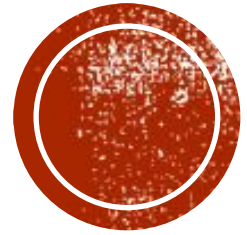
TERMS OF USE AND PRIVACY POLICY

Project Team can use this free website to create "Terms Of Use And Privacy Policy"

https://www.freeprivacypolicy.com/free-privacy-policy-generator.php

It will make creating needed info in right and comfortable way

WHAT WILL IT GIVE TO THE PROJECT TEAM?

- It removes the responsibility from the Team

- It gives some additional tools for doing ANYthing with no user agreement (ban etc…)

DEVELOPER AGREEMENT

- Chinese

- English

- English
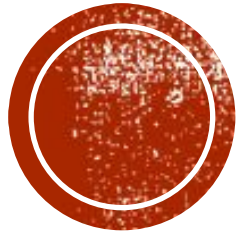
- Russian

DEVELOPER AGREEMENT

You can find a lot of useful info in these agreements for the Team… There are a lot of info about in-app purchases and refunds also. The Team need to know it. Because it lets each to know their right before player. And it is very useful for operators of support-team. It will help them to talk to players

Google Support

8:48 PM

You are now connected to Cristina L.. Please type your message and hit 'Enter' to send.

me

8:49 PM

Hello

Cristina L.

8:49 PM

Hi Andrey, thanks for contacting Google Payments Merchant Team. One moment while I review your information.

me

8:49 PM

k

Cristina L.

8:50 PM

I understand that you need assistance with the payments. I'd be glad to help.
Just to clarify, are you trying to set up a Google Play Developer Console?

me

8:51 PM

Let me try to explain the trouble (sorry for my English if something... i am from Ukraine so Eng is not my native)

Cristina L.

8:52 PM

No worries. I'll try my best to help.

me

8:55 PM

No. I want to find out if you can re-check refunds in future for the project
I will also contact^ Apple Inc. after our conversation they to try to stop it to
Check this out^
Player makes purchase in the game. And when he got his item – he writes letter to Google\Apple support team
To make a refund (accident, didn't get, kids made etc...)
According to Google\Apple policy – you allow the refund.
It brings a lot of disbalance and other bad things for other players, developers and Google\Apple as well..
I know that purchases under 10$ are fast-refunding by Google with no developer assistant...

Cristina L.

8:57 PM

Generally, we can check for order status which includes, refunds.
When a customer purchases digital content on Google Play, they have 48 hours from the time of purchase to return the item for a full refund. This gives users time to download, install, and try their purchases.

me

8:57 PM

I just wanted to ask. Is it possible to make this procedure via developer (support-team of the project) firstly.
And if developer didn't solve the situation – you to check it
Yes. I've read terms and policy.

Cristina L.

8:57 PM

Here is my chat with Google Support about refunds and ways to control it somehow. I was surprised finding out that there is way to control EACH refund with no asking Google Team to give this info. The SoC Team as developer has it's own tool to see all transactions from Google. And it shows refunds also.
The file is clickable (it is WORD-document.

P.S.:

I really love the game and would love it to get better and better. And I believe the day of it's triumph will come. Will try to do my best and to help to the Team with all my heart and abilities.

Best regards, XaNyMaNyWkA (Andrey)