



이류면 <gogizoa8@gmail.com>

Subscription Question

6개의 메일

이류면 <gogizoa8@gmail.com>
받는사람: support@musescore.com

2022년 3월 7일 오후 12:31

Hello
This is BYOUNGHAAN CHOI(gogizoa8@gmail.com).

I just got a payment txt from credit card company(USD 69.99).

I don't want subscription more and I have not used any service in musescrore website.

I just wanted to use it in free trial period.

I am sorry that I did not cancel my subscription before the payment.

Plz, can you help me and pay back for the payment?

Thank you.

Regards

MuseScore <support@musescore.com>
답장 주소: MuseScore <support@musescore.com>
받는사람: 이류면 <gogizoa8@gmail.com>

2022년 3월 7일 오후 12:31

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

Hi ,

Thanks for reaching out!

Please take a look at the Frequently Asked Questions below, as you may find answer to your request there:

Mobile In-App Subscription Cancellation - <https://help.musescore.com/hc/en-us/articles/360004151879>

Web-based Subscription Cancellation - <https://help.musescore.com/hc/en-us/articles/209540009>

As a reminder, Musescore notation software is free of charge and use or features are not affected by subscription status.

As for website and app subscriptions, please, note that refunds cannot be given without a receipt of the transaction attached to your application. Make sure you provided us with the email address associated with your Musescore account. Also, bear in mind that if your subscription has been set up via Google Play or AppStore, you need to request a refund directly from them.

Can't find the answer to your question in the policies above?

Simply reply to this message for further assistance.

Have a great day!

MuseScore Support

(Office hours: Monday - Saturday from 07:00 - 13:00 GMT)

[XY863V-VL9Q]

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

Maria Anderson (MuseScore)

Mar 7, 2022, 10:44 GMT+1

Hello,

Thank you for contacting MuseScore Support.

Your PRO account was created under gogizoa8@gmail.com email address.

I can see that you started a 7-day free trial with a 12-month subscription and didn't cancel it before the end of the free trial period. You were informed about the price and subscription plan while subscribing. So, you were charged for a PRO subscription as advertised. This purchase was fully pre-authorized on your side while subscribing.

I've decided to discuss the case with my head office and asked them to reduce the price. So here is our special offer for you.

Would you agree to get 10-months of additional access to Pro or a 35% refund? This way you'll keep PRO access not only in the web account but also in our Mobile App, including off-line access to your scores, transposition, and mixer tools.

Please consider the options:

Option a: 10-months additional access + your current 1-year PRO access + PRO features in mobile apps included (by choosing this option you'll get in total 22 months of PRO without additional charges)

Option b: 35% refund + your current 1-year PRO access + PRO features in mobile apps included (this way you'll get back 35% of the paid funds and keep the 12-month subscription)

So, which option do you prefer, a 35% refund for the current year or subscription extension (+10 additional months of the service)?

Please select one of the options above and confirm your choice by clicking one of the following buttons:

Accept 35% refund

Accept 10 months of Pro

Regards,
Musescore Support team

Maria

Attachment(s)

69_99.PNG

이류면

Mar 7, 2022, 4:31 GMT+1

[받은메일 숨김]

[XY863V-VL9Q]

이류면 <gogizoa8@gmail.com>
받는사람: MuseScore <support@musescore.com>

2022년 3월 8일 오전 8:10

Hello,

Thank you for replying quickly and suggesting.

However, is there another option, plz?

I used the free trial service for my nephew, and they has gone home already. And, I don't have any music instruments and no plan to have them.

Even I didn't use the service from only the day I applied the free trial period.(If you check my using log, you will figure out.)

Can I get 100% refund plz?

If you can do that, it will be very appreciated.

Thank you

Regards

2022년 3월 7일 (월) 오후 6:44, MuseScore <support@musescore.com>님이 작성:
[받은메일 숨김]

MuseScore <support@musescore.com>
답장 주소: MuseScore <support@musescore.com>
받는사람: 이류면 <gogizoa8@gmail.com>

2022년 3월 10일 오전 4:46

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

Maria Anderson (MuseScore)

Mar 9, 2022, 20:46 GMT+1

I'd be glad to issue a full refund but unfortunately, I can't since it does not meet our Terms of Service.

The maximum (prorated) refund in accordance with our ToS is \$60 USD. But in this case, your PRO access will be valid only for 1 month since the subscription activation.

You can get more benefits if you choose one of the options offered to you:

Option a: 10-months additional access + your current 1-year PRO access + PRO features in mobile apps included (by choosing this option you'll get in total 22 months of PRO without additional charges)

Option b: 35% refund + your current 1-year PRO access + PRO features in mobile apps included (this way you'll get back 35% of the paid funds and keep the 12-month subscription).

Please consider this and let me know your final decision.

Maria

이류면

Mar 8, 2022, 0:10 GMT+1

Hello,

Thank you for replying quickly and suggesting.

However, is there another option, plz?

I used the free trial service for my nephew, and they has gone home already. And, I don't have any music instruments and no plan to have them.

Even I didn't use the service from only the day I applied the free trial period.(If you check my using log, you will figure out.)

Can I get 100% refund plz?

If you can do that, it will be very appreciated.

Thank you

Regards

2022년 3월 7일 (월) 오후 6:44, MuseScore <support@musescore.com>님이 작성:

Maria Anderson (MuseScore)

[받은메일 숨김]

[받은메일 숨김]

[XY863V-VL9Q]

Hello,

Thank you for replying quickly and suggesting.

I am really sorry for not cancel before the free trial period, and it is my fault (not canceled)

but, I tried to contact you as soon as possible. you will know when I first contact you.

I contacted you when I got the message credit card company.

In my case, I am not planing to use any service on MuseScore even in a month.

Can I contact you on live chat or something? If you let me know how to contact you, I want to discuss more about this.

I used the free trial service for my nephew, and they has gone home already. And, I don't have any music instruments and no plan to have them.

Even I didn't use the service from only the day I applied the free trial period.(If you check my using log, you will figure out.)

If you can do that, it will be very appreciated.

Thank you

Regards

2022년 3월 10일 (목) 오전 4:46, MuseScore <support@musescore.com>님이 작성:
[받은메일 숨김]