



Re: Response to your refund request

De [redacted] <[redacted]>

Date Dim 2025-01-26 19:48

À MuseScore Support Team <support@musescore.com>

Hi,

First of all I didn't get any news from you and its a serious matter.

Second of all, this is getting out of hands: I just rechecked my credit card account and I got charged 49.99 twice marked as BOOKS MUSE* TRIAL OVER +35725422410 / COURSES MU* TRIAL OVER +35725422410.

This clearly confirms the problem that happened to me earlier, as after resetting my password, I clicked on that week free trial, and got charged both for subscribing to a full year AND paying full price to what was gonna come after the free trial week.

It is infuriating and I will be contacting the office for protection of the customer real soon if I don't get a full reimbursment of the whole amount that was STOLEN from me.

In total, I have been robbed from \$77.99 written as PRO+&COURSES LITE MUSE as well as the two amounts mentionned above, totaling up to \$177.97 CAD.

This is unacceptable, as you are a big company with a reputation to uphold. If you're that bad for money, start charging for your notation software, but you can't start robbing people from their money, especially music students.

Please contact me as soon as you can, because I am so busy with university, but if I'll have to fight for it, of course I will, as I am down nearly \$200 CAD and I am TIGHT ON CASH.

[redacted]
[redacted]

De : [redacted]

Envoyé : 19 janvier 2025 22:19

À : MuseScore Support Team <support@musescore.com>

Objet : Re: Response to your refund request

Hey Alex,

Thanks for the quick response.

I won't accept that at all.

I'll restate my situation right now: I'm finishing my university studies in music and I'm tight on cash.

All of our repertoire is either the propriety of our choir leader, or is work that is copyright free.

I wanted the quick and easy route to editing out the piano part from this choir piece from Mozart, and I got baited into buying a costly subscription to a service that I won't even use.

Your link to the free trial always opens the obligatory window to inputing our credit card information.

All of these events unfolded from me wanting to get that free subscription to access one chart and that's it.

I feel like its dishonest from your part to try and bargain it out, and I hope that you will refund me the whole amount that I would have never payed if things didn't glitch out.

If it helps you, I know I had to reset my password, but I went back to clicking on that free trial link. After that, its really not obvious if you're entering them just to be eligible for a free trial or for a purchase.

I hope that you can fix this for future people that tried to do the same thing as me.

Thanks for your comprehension,

Laurent

De : MuseScore Support Team <support@musescore.com>

Envoyé : 19 janvier 2025 22:12

À : [REDACTED]

Objet : Response to your refund request



Hello,

Thank you for contacting MuseScore Support.

According to your account history, your PRO+ with LEARN Lite subscription was taken with the [REDACTED] MuseScore account. There are two types of subscriptions on the website: trial and instant (nontrial). Instant subscriptions are cheaper because they do not include a free period. You started an instant annual subscription for 77.98 CAD; it is the cheapest annual PRO+ with LEARN Lite subscription. You were informed about the price and the subscription plan while subscribing, so you were charged for a PRO+ with LEARN Lite subscription as advertised.

I have 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 6-month additional access to PRO+ with LEARN Lite or a 25% refund? This way, you will keep PRO+ with LEARN Lite access not only in the web account but also in our Mobile Apps.

Please consider the options:

Option a: 6-month additional access + your current 1-year access to PRO+ with LEARN Lite service + mobile apps included;

Option b: 25% refund of the paid funds + your current 1-year access to PRO+ with LEARN Lite service + mobile apps included **(with this discount, your PRO+ with LEARN Lite access will cost you only 4.87 CAD a month)**

So, which option do you prefer, a 25% refund for the current year or a subscription extension (+6 additional months of the service)?

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

Accept Free 6-Month Subscription Extension

Accept 25% Refund

Regards,

MuseScore Support team

Alex

Stay tuned



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