



Philip Peng <k.darktiger@gmail.com>

Subject: Response of " Please help rebind game account or refund the spendings "

3 messages

Support <lostsword_cs@wemadeconnect.com>

Fri, Jul 11, 2025 at 1:37 AM

Reply-To: Support <lostsword_cs@wemadeconnect.com>

To: K Darktiger <k.darktiger@gmail.com>

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

Greetings from Lost Sword Team.

Thank you for your inquiry regarding our game.

Please see below for further details.

Customer Support (Customer Support)

Jul 11, 2025, 17:37 GMT+9

Hello, Swordbringer!

This is the Lost Sword Support Team.

Thank you for contacting us regarding account data transfer.

We regret to inform you that game data cannot be transferred between different accounts.

Each account's data is bound to the originally linked platform and cannot be moved or merged with another.

We sincerely apologize for any inconvenience this may cause and appreciate your understanding.

If you have any other questions or need further assistance while playing the game,

please don't hesitate to reach out to us anytime.

Thank you.

K Darktiger

Jul 11, 2025, 08:20 GMT+9

Hi, I recently installed the game on my company Android phone and bound the account to my email

"k.darktiger@gmail.com" and account ID 200119366. Unfortunately it turns out my company phone blocks the game so I cannot play it on my company Android phone. Could you please help me rebind it to the email

"babster80@gmail.com" which I have on my personal iPhone? If not, could you help me refund the amount I spent on the account (over \$1000) so I can start a brand new account on my iPhone?

~Philip Peng

This email is a service from Customer Support.

[WN2J5Z-6JVER]

k.darktiger@gmail.com <k.darktiger@gmail.com>
To: Support <lostsword_cs@wemadeconnect.com>

Fri, Jul 11, 2025 at 3:37 AM

Hi, thank you for the response. Since the game data cannot be transferred between accounts, please assist me in refunding all the top ups on the account. The account is only a day old and because I have limited access to it, I will need to create a new account and restart on the new account. If you are unable to assist me in the refund, please let me know so I can contact my bank and have them assist me instead.

Thank you,
~Philip Peng

[Quoted text hidden]

Support <lostsword_cs@wemadeconnect.com>
Reply-To: Support <lostsword_cs@wemadeconnect.com>
To: K Darktiger <k.darktiger@gmail.com>

Fri, Jul 11, 2025 at 6:52 AM

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

Greetings from Lost Sword Team.

Thank you for your inquiry regarding our game.
Please see below for further details.

Customer Support (Customer Support)

Jul 11, 2025, 22:52 GMT+9

Hello, Swordbringer!

This is the Lost Sword Support Team.

We've received your inquiry regarding a refund request for a purchased item.

According to Lost Sword Terms of Service,
we regret to inform you that we are unable to assist with refunds once a purchase has been completed.

If you have any further questions or concerns during your gameplay,
please feel free to reach out to us anytime.

Thank you for your understanding.

K Darktiger

Jul 11, 2025, 19:37 GMT+9

Hi, thank you for the response. Since the game data cannot be transferred between accounts, please assist me in refunding all the top ups on the account. The account is only a day old and because I have limited access to it, I will need to create a new account and restart on the new account. If you are unable to assist me in the refund, please let me know so I can contact my bank and have them assist me instead.

Thank you,
~Philip Peng

Customer Support (Customer Support)

Jul 11, 2025, 17:37 GMT+9

Hello, Swordbringer!

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Thank you for contacting us regarding account data transfer.

We regret to inform you that game data cannot be transferred between different accounts.
Each account's data is bound to the originally linked platform and cannot be moved or merged with another.

We sincerely apologize for any inconvenience this may cause and appreciate your understanding.

If you have any other questions or need further assistance while playing the game,

please don't hesitate to reach out to us anytime.

Thank you.

K Darktiger

Jul 11, 2025, 08:20 GMT+9

Hi, I recently installed the game on my company Android phone and bound the account to my email "k.darktiger@gmail.com" and account ID 200119366. Unfortunately it turns out my company phone blocks the game so I cannot play it on my company Android phone. Could you please help me rebind it to the email "babster80@gmail.com" which I have on my personal iPhone? If not, could you help me refund the amount I spent on the account (over \$1000) so I can start a brand new account on my iPhone?

~Philip Peng

This email is a service from Customer Support.

[WN2J5Z-6JVER]