



Philip Peng <k.darktiger@gmail.com>

Re: Requested conversation copy

13 messages

googleplay-support@google.com <googleplay-support@google.com>

Thu, Dec 15, 2022 at 5:30 PM

To: k.darktiger@gmail.com



Hi Philip Peng,

I hope this email finds you well. Thank you for contacting Google Support.

I have successfully processed your refund request. I understand that must have been frustrating.

Issue status

We've received your refund request and it's currently under review.

Important: Please note, duplicate refund requests don't speed up the refund decision process.

Here is your request:

556 transactions totaling to the amount of **\$20,586.67**.

You'll get a decision within 2-4 business days. If the refund is approved, the amount will be issued to the original form of payment. The credit should appear within 1-10 business days from the time it was reviewed.

Next stepsTo find more details about the status of your refund, visit pay.google.com or go to [Check your Google Play refund status](#).If your refund request is denied, [you can contact the developer directly](#).

Within 48 hours of our last interaction, you'll receive a short survey via email. We'd love to hear your feedback about our interaction today and your overall experience with Google support.

Thanks!

Artemese

The Google Support Team



Google Help Center

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k.darktiger@gmail.com <k.darktiger@gmail.com>

Fri, Dec 16, 2022 at 2:11 PM

To: googleplay-support@google.com

Hi, I received notification from Google Play that all my refund requests were rejected. I reached out to the developer's support email and they replied explicitly stating that all refunds are handled by the store (aka Google Play) and not by them. I also consulted other friends and coworkers who went through a similar process and were able to get their money back via either Google Play or Apple Store. I also checked their terms of service which explicitly says that refunds can be requested if they "do not perform per specification", which is indeed the case here (see second image attachment).

https://nikke-en.com/termservice/#_Toc77497125

Please re-request the refunds with the following attached email conversation with the developer and link to their TOS as additional evidence.

~Philip Peng

On Thu, Dec 15, 2022, 5:30 PM <googleplay-support@google.com> wrote:



Hi Philip Peng,

I hope this email finds you well. Thank you for contacting Google Support.

I have successfully processed your refund request. I understand that must have been frustrating.

Issue status

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Important: Please note, duplicate refund requests don't speed up the refund decision process.

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Thanks!
Artemese
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2 attachments



image (6).png
160K



image-8.png
47K

googleplay-support@google.com <googleplay-support@google.com>
To: k.darktiger@gmail.com

Tue, Dec 20, 2022 at 9:11 AM



Hi Philip Peng,

Thank you for contacting Google support.

I have reached out to our specialist who has confirmed we are unable to grant your request.

We can't grant your refund request, due to our [Google Play refund policies](#).

Your request:

556 order(s) rejected for a total of \$20,586.67.

What can you do next?

According to our [Terms of Cooperation](#), developers of apps have their own refund policies and if your case meets their policy requirements, you might receive a refund from them.

To contact the developer:

Send an email to the developer's official email address: ****@gmail.com.

Make sure to include:

- Transaction IDs
- The dates of the transactions
- Payment amount and currency
- Reason for the refund request

Note: The developer must respond to you within three business days on this issue.

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Thanks!

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googleplay-support@google.com <googleplay-support@google.com>
To: k.darktiger@gmail.com

Tue, Dec 20, 2022 at 9:14 AM



Hi Philip Peng,

Thank you for contacting Google Support.

I do apologize for the developer's email being hidden in the previous email. Please reach out to them here help@nikke-en.com.

Within 48 hours of our last interaction, you'll receive a short survey via email. We'd love to hear your feedback about our interaction today and your overall experience with Google support.

Thanks!
Artemese
The Google Support Team



k.dartiger@gmail.com <k.dartiger@gmail.com>
To: googleplay-support@google.com

Tue, Dec 20, 2022 at 3:56 PM

Hi Artemese,

As mentioned in the previous email's attachment, I did directly contact the developer. Their response was that while I qualify for refunds but all transactions are processed through the store so the refunds need to be handled by Google Play as they cannot process them from their end.

To summarize:

- * The developer confirmed that the reasoning for my refund request adheres to their Terms of Service policy
- * The developer confirmed that I am entitled to a refund
- * The developer confirmed that they do not have the capability to issue the refund, only Google Play can do so as the store provider
- * Google Play has previously been shown to have the capability to bulk refund orders (per experience from other friends and coworkers who went through similar processes for this game or others in the past)

The course of action to me right now is very clear. As the consumer, I have gathered the necessary information and evidence needed for this process and double checked that all policies are adhered to, and the developers have already provided the confirmation needed for Google Play to go ahead and issue the refunds.

~Philip Peng

On Tue, Dec 20, 2022, 9:14 AM <googleplay-support@google.com> wrote:



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The Google Support Team



googleplay-support@google.com <googleplay-support@google.com>
To: k.dartiger@gmail.com

Tue, Dec 20, 2022 at 5:16 PM



Hi Philip Peng,

Thank you for contacting Google Support.

I hope this email finds you well. At this time we are not able to provide you with a refund. Your refund decision is final.

The *previous email you received from Google support includes the correct response to your question and course of action. Refer to the email for the information you need.*

For detailed information about these policies can be found on our [support page](#).

To summarize, Google does **not** give refunds for most Google Play purchases. However, there are exceptions. I understand that this must be frustrating.

Next steps

If you're attempting to get a refund within 48 hours of making a purchase, [follow these instructions](#).

If you're attempting to get a refund after 48 hours of purchase, please [contact the developer](#) to check if you're eligible for a refund.

Important: If you give your account or payment details to someone else, appear to be abusing our policies, or don't [protect your account with authentication](#), we usually don't issue a refund.

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googleplay-noreply@google.com <googleplay-noreply@google.com>
To: k.darktiger@gmail.com

Tue, Dec 20, 2022 at 5:24 PM

Hi,

Thank you for contacting Google Support.

We hope we were able to resolve your problem to your satisfaction. Please take a minute to answer a quick survey below about your experience with us so we can improve our service.

[Take Survey](#)

Thank you

k.darktiger@gmail.com <k.darktiger@gmail.com>
To: googleplay-support@google.com

Tue, Dec 20, 2022 at 5:31 PM

Hi,

In your "Next steps", it is written the following:

"If you're attempting to get a refund after 48 hours of purchase, please contact the developer to check if you're eligible for a refund."

I have indeed previously contacted the developers who replied that I am eligible for a refund but the refund can only be processed by the store. See attached screenshot of the email correspondence.

On Tue, Dec 20, 2022, 5:16 PM <googleplay-support@google.com> wrote:



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image (6).png
160K

k.darktigger@gmail.com <k.darktigger@gmail.com>

To: googleplay-support@google.com

Fri, Dec 23, 2022 at 5:14 AM

Hi, I have reached out to the Nikke email support a second time and received the following response, confirming that refund processing can only be done through Google Play store despite being eligible for a refund per the developer's own policies. See the attached screenshot of the email.

~Philip Peng

On Tue, Dec 20, 2022, 5:31 PM <k.darktigger@gmail.com> wrote:

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Re: Could you rate our service? [link](#) ☆

 Goddess of Victo... 3:24 AM
to me ▾ ↩ ⋮

Dear Commander,
Greetings from the Nikko: Goddess of Victory team.
Thank you for your inquiry about payment/refund issues.

Unfortunately, due to lack of access, we are currently unable to provide assistance with payments made via the Google Play Store.

Please request a refund directly with the Google Play Store.

1671801073159.jpg
202K

To: googleplay-support@google.com

I would like to politely remind you that the amount requested for refund (\$20,586.67) is not a trivial amount. If Google Play is unwilling to process the refund request despite it complying with the developer's explicit policies around refund eligibility, then I will have no other option but to escalate this to my credit card company and initiate a chargeback request from their end.

Sincerely,

~Philip Peng

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k.darktiger@gmail.com <k.darktiger@gmail.com>
To: googleplay-support@google.com

Fri, Dec 23, 2022 at 1:00 PM

For additional reference, attached is the link to the section in the Nikke terms of service pertaining to this issue:
<https://nikke-en.com/termservice/>

Specifically, I would like to point out section 10, pertaining to refund eligibility, which my case meets:

10. Refunds

Subject to applicable law (including as described in each country-specific addendum below), or App Store policy, (i) all Games, Virtual Goods and Game Currency remain our property, have no monetary value and are not redeemable, refundable, or eligible for any other alternate remedy for any "real world" money or anything of monetary value, **unless they are defective, unavailable, or do not perform in accordance with the specifications we provide**

On Fri, Dec 23, 2022, 5:21 AM <k.darktiger@gmail.com> wrote:

I would like to politely remind you that the amount requested for refund (\$20,586.67) is not a trivial amount. If Google Play is unwilling to process the refund request despite it complying with the developer's explicit policies around refund eligibility, then I will have no other option but to escalate this to my credit card company and initiate a chargeback request from their end.

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k.darktiger@gmail.com <k.darktiger@gmail.com>
To: googleplay-support@google.com

Tue, Dec 27, 2022 at 2:55 PM

Hello, any updates on this case?

Summary so far:

- * Request for refund totaling \$20,586.67 made on Dec 15th
- * Per terms of service defined by the game developer, these purchases are eligible for full refund due to misleading advertising, anti-consumer practices, product not performing per specification
- * Per email response from developers, my purchases are confirmed eligible for refund but only the store (Google Play) has the capability to process the refund

~Philip Peng

On Fri, Dec 23, 2022, 1:00 PM <k.darktiger@gmail.com> wrote:

For additional reference, attached is the link to the section in the Nikke terms of service pertaining to this issue:
<https://nikke-en.com/termservice/>

Specifically, I would like to point out section 10, pertaining to refund eligibility, which my case meets:

10. Refunds

Subject to applicable law (including as described in each country-specific addendum below), or App Store policy, (i) all Games, Virtual Goods and Game Currency remain our property, have no monetary value and are not redeemable, refundable, or eligible for any other alternate remedy for any "real world" money or anything of monetary value, **unless they are defective, unavailable, or do not perform in accordance with the specifications we provide**

On Fri, Dec 23, 2022, 5:21 AM <k.darktiger@gmail.com> wrote:

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On Tue, Dec 20, 2022, 5:16 PM <googleplay-support@google.com> wrote:



Hi Philip Peng,

Thank you for contacting Google Support.

I hope this email finds you well. At this time we are not able to provide you with a refund. Your refund decision is final.

The previous email you received from Google support includes the correct response to your question and course of action. Refer to the email for the information you need.

For detailed information about these policies can be found on our [support page](#).

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Next steps

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Within 48 hours of our last interaction, you'll receive a short survey via email. We'd love to hear your feedback about our interaction today and your overall experience with Google support.

Thanks!
Artemese

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k.darktiger@gmail.com <k.darktiger@gmail.com>
To: googleplay-support@google.com

Wed, Jan 4, 2023 at 2:06 PM

Happy New Year,

I am requesting one final time for an update on my request of refund made on Dec 15th and totaling \$20,586.67.

If there are no positive updates by the end of this week, I will be taking this as Google Play's refusal to uphold their responsibilities in processing the eligible refund and using this email as well as prior ones as evidence to be presented in either a chargeback request with my credit card company (Chase/JP Morgan) or with my lawyer in a small claims court as outlined in the terms of service policies.

~Philip Peng

On Tue, Dec 27, 2022, 12:55 PM <k.darktiger@gmail.com> wrote:

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