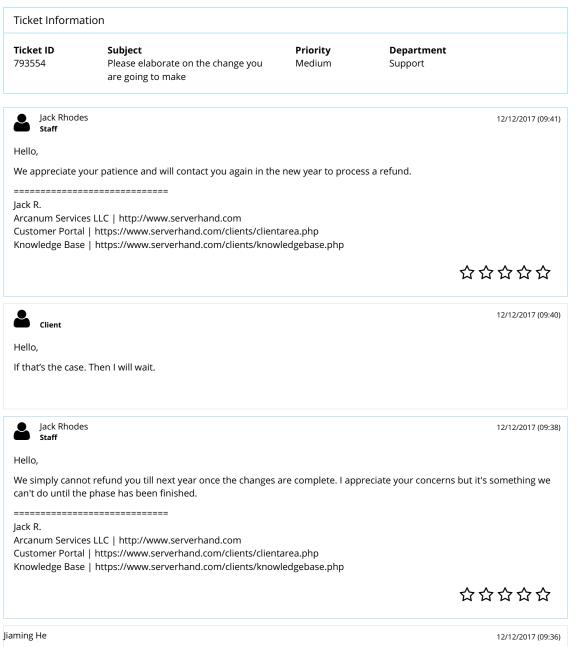
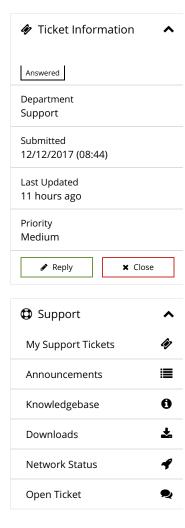
VIEW TICKET

View Ticket







Client

Hello,

I have migrated my data and did a reinstall of my vps. Feel free to cancel it at any time if that's what stopping you from refunding me. I haven't started to use my vps anyway.

It would be absurd to wait until new year, so please just refund me will you?



Jack Rhodes Staff 12/12/2017 (09:32)

Hello,

That wont be possible you'll be refunded in the new year once these changes happen and for now you can continue using your service.

Jack R.

Arcanum Services LLC | http://www.serverhand.com

Customer Portal | https://www.serverhand.com/clients/clientarea.php

Knowledge Base | https://www.serverhand.com/clients/knowledgebase.php





Client

12/12/2017 (09:28)

Hello,

Please make sure you refund me to my PayPal by Friday, that is by the end of December 15th. If you need to deduct any amount, please let me know the detail before issuing a refund.

Thank you



Jack Rhodes
Staff

12/12/2017 (09:24)

Hello,

You'll be refunded once these changes are made and we apologise for today and wish you all the best in the future.

Jack R.

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Customer Portal | https://www.serverhand.com/clients/clientarea.php

Knowledge Base | https://www.serverhand.com/clients/knowledgebase.php





Client

12/12/2017 (09:20)

Hello,

Your "Terms of Service" is nothing if you failed to deliver what you have promised. I ordered a full year of budget service, I expect to get a full year of budget service and nothing else. I don't want your performance plans, if you insist on the account credit thingy, I will seek PayPal for protection and post this ticket to lowendtalk.



Jack Rhodes

12/12/2017 (09:17)

Hello,

Please note it was stated in our TOS that we wouldn't be offering a refund. However we're really wanting to come up with a solution for this we'll change you to the LEVEL 1 plan on our performance plans and give you two months free from the credit of \$24.85 and as per stated we can migrate everything over for you so there's no stress.

Jack R.

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Customer Portal | https://www.serverhand.com/clients/clientarea.php

Knowledge Base | https://www.serverhand.com/clients/knowledgebase.php





12/12/2017 (09:15)

Hello,

How about honor the contract like other business owner would do? You change the terms on your side and I did not ask for such change and you are asking me to appreciate your breach of contract? Are you serious?

Please be noted that I am still on PayPal's buyer protection, and I have saved our email for records if that is going to be needed in the future. Also, you sent me email with the ticket content. I'd love to see how you guys are going to spin this if this transaction is disputed.



Jack Rhodes Staff 12/12/2017 (09:11)

Hello,

You'd need to appreciate we're removing these servers to ensure reliability for you we'd like to offer you a free month on LEVEL 1 on the performance VPS's we'd be able to migrate this for you so there's no stress on your end.

Jack R.

Arcanum Services LLC | http://www.serverhand.com

Customer Portal | https://www.serverhand.com/clients/clientarea.php

Knowledge Base | https://www.serverhand.com/clients/knowledgebase.php





Dustin Picciuolo

12/12/2017 (09:10)

Per our policy, we only offer credits.

Dustin P. - Managing Director

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 ${\it Customer\ Portal\ |\ https://www.serverhand.com/clients/clientarea.php}$

Knowledge Base | https://www.serverhand.com/clients/knowledgebase.php





Client

12/12/2017 (09:08)

Please refund my money to my PayPal, you can deduct one month off my full amount plus the transaction fee. But not account credit since you have just lost me as customer.



Dustin Picciuolo

12/12/2017 (09:07)

We;ll provide a credit but no full refund.

Dustin P. - Managing Director

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Knowledge Base | https://www.serverhand.com/clients/knowledgebase.php





lient

12/12/2017 (09:04)

Hello,

unfortunately I am not interested. I followed your lowendtalk promotion link, well, I was looking for something low-end. Not quite expecting to get ditched like this two weeks after, and I really doubt your ability to keep promises in the future.

So please send me the link for refund request and I will follow the instruction and applying for a refund.

Thank you



Jack Rhodes

12/12/2017 (09:00)

Hello,

You'll be placed on our performance plans which are a lot more reliable and faster then the budget ones. It'll come at a cost of \$9.95 per month in-which you'd be able to have two months free on the first plan we offer for the performance servers.

However if you'd like a refund we'd be able to sort this our for you and will send you a link to request a refund shortly but we'd love for you to stay as we value you as a customer!

Jack R.

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Client

12/12/2017 (08:53)

Hello,

Question:

- 1. is the monthly fee after the change higher than the original fee? If so, how much did you guys plan to charge for my current vps plan.
- 2. what is "a better plan" and how much is that?
- 3. If I do not wish to accept the change, will you be able to refund me with one month deducted to my PayPal? Not my billing account.

Thanks



Jack Rhodes Staff 12/12/2017 (08:49)

Hello,

Due to the change in the market we're removing the budget servers and changing all clients on the annual plans to monthly. We're able to provide you with two options either credit you the full \$24.85 in your billing account or we'll upgrade you to a better plan and provide you one month free. We'd love to keep you a customer and hope we can come up with a suitable solution to this!

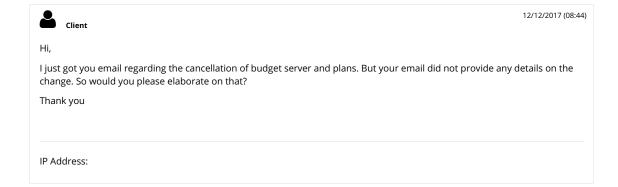
Jack R.

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Knowledge Base | https://www.serverhand.com/clients/knowledgebase.php















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