

Time	Subject	Comments	From
5:09 PM	Mastery core sale Case # 04978477	Thanks for writing to us at Kabam Support. We've received your message, and we're eager to help! A member of our support team will look into this and follow up with you within 24 hours. Be sure to check out our Support Site for news and answers to frequently asked questions.	Kabam Support
5:25 PM		Thank you for taking the time in reaching out to us. I will do my best to assist you today. Hello there, Thank you for taking the time in reaching out to us. I understand that you have already purchased some Mastery Cores before the sale went live. I will do my best to assist you today. I checked your account and I can see here that you have purchased x1 Stony Mastery Core on Sun, 09 Dec 2018 10:01:39 GMT and a total of x7 Carbonadium Mastery Cores between Fri, 07 Dec 2018 20:57:18 GMT and Sun, 09 Dec 2018 10:05:09 GMT. I can also see here that you only have x6 Carbonadium Mastery Cores left in your account. <b>If you would like to, we can remove the remaining x6 Carbonadium Mastery Cores from your account and reverse the x3300 Units (equivalent to 6 Carbonadium Mastery Cores) used to purchased these Mastery Cores. Kindly confirm if you would like to proceed with this reversal.</b> We look forward to hearing from you soon. Thank you for your cooperation and understanding. Take care and have a nice day ahead!	Anastasia
6:00 PM		Confirmed. I look forward to seeing the 3300 unit prior to sale ending.	Justin Kuehnel
6:20 PM		Please advise on when I should see changes to me account	Justin Kuehnel
6:34 PM		Please note I did purchase 5 stony cores in addition to what was additionally purchased at full price. Please note that I do not have any cad cores in my inventory. I look forward to resolution soon.	Justin Kuehnel
6:54 PM		Thank you for reaching us about your request to reverse the regular purchases that you've made with the Stony Mastery Cores and Cardbonadium Mastery Cores. I truly would love you help you with that. But as I was going through your account, I noticed that there are nothing left with the Carbonadium Mastery Cores that you previously had and there are 6x Stony Mastery Cores that are currently in your inventory. I figured out that 5x of the Stony Mastery Cores were purchased with a discount, while the other one was purchased on a regular price. With this instance, I reversed the regularly purchased 1x Stony Mastery Core and returned your 135 Units. You can restart the game in order to see the changes. I hope that I have helped you out. We appreciate your patience and cooperation with us on this matter. If you have other concerns, please reach us at any time. I hope that I have helped you out. We appreciate your patience and cooperation with us on this matter. If you have other concerns, please reach us at any time.	Mario
6:55 PM		Sorry for the since of urgency but I want to make sure refund occurs to take advantage of deal.	Justin Kuehnel
6:57 PM		If you able to refund the difference for stony cores, why can't you do it for cad cores?	Justin Kuehnel
7:08 PM		Thanks for reaching us back about your request to reverse the Mastery Core purchases. I completely understand that you want the Carbonadium Mastery Cores to get reversed as well. However, know that you already used them to unlock several Masteries and there no Carbonadium Mastery Cores left in your inventory to reverse. That is mainly the reason as to why we're unable to reverse them. I hope that this clarifies everything. If you have other concerns, please reach us at any time.	Mario
7:14pm		If 5 cad cores were recently purchased at full price (3300 units). This same deal would have cost 1125. The current deal is 225 units per cad unit. If possible, the preference would be to have 2175 refunded. I hope kabam finds this a satisfactory resolution.	Justin Kuehnel
7:16 PM		I agree with your statement of them being used. But I think kabam can return diffence of units.	Justin Kuehnel
7:58 PM		The current deal is 5 cad cores for 1125. As you are aware I paid 3330 units for same deal. I feel I rightfully deserve refund on difference totally 2175 units back to my account. If this feasible or not. If so, please add to my account after special is over. As a loyal kabam customer, I feel this is within my right to request such refund.	Justin Kuehnel
9:13 PM		<p>Thanks for getting back to us. I totally understand your request regarding with the refund that you request. While we totally appreciate your solid support towards the game, please know that for the last 3 days, I there were only 5 purchases of the Carbonadium Mastery Cores. Please remember that the offers were released on December 9, 2018, 18:00:00 UTC (10 am PST).</p> <p>The following purchases that you've made were done on the following dates/time:</p> <p>Sun, 09 Dec 2018 10:05:09 GMT - 1x Carbonadium Mastery Core  Sun, 09 Dec 2018 10:01:39 GMT - 1x Carbonadium Mastery Core  Sun, 09 Dec 2018 08:40:50 GMT - 1x Carbonadium Mastery Core  Sat, 08 Dec 2018 14:52:16 GMT - 1x Carbonadium Mastery Core  Sat, 08 Dec 2018 14:50:42 GMT - 1x Carbonadium Mastery Core</p> <p>Like what was mentioned, I'm afraid that we're unable to reimburse you with the difference of the discounted prices vs. the regular prices. Likewise, if you have something in mind, our Game Team would like to listen to your feedback regarding some things that you expected to be realized. Be assured that they are reading it as we welcome constructive criticisms from our fellow summoners. Likewise, you can always submit as much feedback as you want through our Suggestions and Feedback form, feel free to share your thoughts about the game <a href="#">here</a></p>	Mario

9:23 PM	Wow. Take the money and run. I am very disappointed in Kabam. I spend a lot of money on this game and your not willing to refund difference. I will be contacting apple support on this as this is a complete disregard for customer satisfaction.	Justin Kuehnel
9:43 PM	I can not believe there isn't something Kabam isnt willing to do to make this right.	Justin Kuehnel
1:13 AM	<p>I truly know how vital these Units are to you. Thus, refunding the difference of regular and discounted price would be very helpful in your game progress and resources management.</p> <p>Please also understand that reversing some of the used Units from the Carbonadium Mastery Core purchases outside the sale period would NOT be feasible in our current refund policy. We, Kabam Support, can only perform a purchase reversal or purchase modification if the items are still intact or unused. Additionally, If you think offers such as this should be announced ahead of time and/or a reversal of purchase must be performed in events like this, we would gladly accept your suggestion and feedback through our dedicated channel (<a href="#">click here</a>). Our Game Team closely monitors everyone's feedback, and you could influence our future contents and policies.</p> <p>THANK YOU for your understanding. And, I'm sorry if we didn't meet your expectation on this ticket. I have determined that we, Kabam Support, have responded to your request to the best of our capabilities. I will now set the case to close and answered. Should you have other concerns apart from the above item, please send it over through a new support ticket. We are always ready to help however we can.</p>	Leonard