

Time Zone - GMT (UTC +00)

17 October, 2023

- [06:29:11] **no name** : get me a human
- [06:29:20] [Alfin John joined the chat]
- [06:29:30] **no name** : Hi
- [06:29:35] **Alfin John** : Hello, I am Alfin, and you've contacted Live Support! How may I help you today?
- [06:29:43] **no name** : i brought a domain on the namecheap app but it isn't showing
- [06:29:49] **no name** : you guys already charged me though
- [06:30:26] **Alfin John** : Please allow me 5 - 8 minutes to check the details.
- [06:30:30] **no name** : ok
- [06:31:13] **no name** : i believe the domain is eliaskk.website
- [06:33:05] **Alfin John** : Thanks, let me check the details for you.
- [06:36:26] **no name** : ok
- [06:38:28] **Alfin John** : This is taking longer than expected. I am sorry for the delay. Please allow me 6-8 minutes more to check the details.
- [06:38:38] **no name** : all good. take your time
- [06:39:02] **no name** : if you need proof of the purchase, i can give that
- [06:40:06] **Alfin John** : Got it, thank you.
- [06:40:19] **no name** : ?
- [06:46:40] **Alfin John** : Thanks for your patience. I am back now.
- [06:47:39] **Alfin John** : Per my check, order 129572487 is unsuccessful, your recent payments have been declined due to insufficient funds. Please contact your bank in order to clarify the issue. It may be related to a difference in currency exchange rates, a limit for online payments, or to some additional charges on the side of the bank.
- [06:47:48] **Alfin John** : For more information please check this guide: <https://www.namecheap.com/support/knowledgebase/article.aspx/9815/7/why-was-my-card-declined>
- [06:47:56] **Alfin John** : However, you have another one - 129572206 - failed. I am checking that order.
- [06:48:00] **no name** : that was the second one
- [06:48:05] **no name** : the first one went through
- [06:48:10] **no name** : and i have proof
- [06:48:25] **no name** : apple pay and my bank both confirm it went through
- [06:48:33] **no name** : i can give image as proof
- [06:49:27] **Alfin John** : Please let me transfer our chat session to our billing representatives for further assistance with your question.
- [06:49:42] **no name** : ok
- [06:49:58] **no name** : here  
[IMG\_9992.jpg] [IMG\_9993.jpg]
- [06:50:53] [Zoriana Ruryshyn joined the chat]
- [06:50:53] [Alfin John left the chat]
- [06:51:01] **Zoriana Ruryshyn** : Greetings! My name is Zoriana, I am a representative of the Billing department and will be happy to assist you further. Please allow me 7-10 minutes to look through your previous conversation and check the necessary details.
- [06:52:00] **no name** : Ok
- [07:03:28] **Zoriana Ruryshyn** : Thank you for waiting. According to our records, both orders 129572206 and 129572487 failed and the domain registration didn't go through. Since the orders are marked as failed in our records and we received no funds. If you were charged, please contact your issuing bank regarding the matter. Probably, this charge is just a temporary authorization that will drop off eventually. Anyway, only your bank can provide you with more details. We are totally unable to arrange any refund even if the transaction is currently marked successful on your end since we received no funds in the first place.

You can check your recent orders with us in your account using the following links (please make sure to select the needed date range):

> To view your order history: <https://ap.www.namecheap.com/profile/billing/orders>

- [07:03:46] **no name** : so i can do a chargeback?
- [07:03:57] **no name** : your all fine with me doing a chargeback?
- [07:04:18] **no name** : sure
- [07:06:24] **Zoriana Ruryshyn** : It is not recommended to make a chargeback since you will be contacted by our Risk Management department.
- [07:06:43] **no name** : well why would i be contacted if \*\*the payment didnt go through\*\*
- [07:07:21] **no name** : im saving this chat just to show them that according to yall, the domain payment didnt go through.
- [07:10:03] **Zoriana Ruryshyn** : Sure. The chargebacks are not recommended in general.
- [07:12:40] **no name** : sure. still going to chargeback though
- [07:14:25] **no name** : is this it?  
[SCR-20231017-pyiz.png]
- [07:14:31] **no name** : so it did go through
- [07:14:39] **no name** : but why is it taking so long
- [07:14:47] **no name** : the other domain i brought was nearly instant
- [07:15:49] **Zoriana Ruryshyn** : According to our records, orders have failed.
- [07:16:13] **no name** :  
[SCR-20231017-pzdn.png]
- [07:16:27] **no name** : than why does it say in progress?
- [07:16:31] **no name** : one of them failed
- [07:16:37] **no name** : but a different one didnt
- [07:17:31] **Zoriana Ruryshyn** : You may see that the domain wasn't registered according to WHOIS: <https://www.namecheap.com/domains/whois/result?domain&#x3D;eliaskk.website>
- [07:17:32] **no name** : the page you sent: <https://ap.www.namecheap.com/profile/billing/orders>  
says that its in progress
- [07:18:17] **no name** : ok. i will just proceed with my chargeback
- [07:18:30] **Zoriana Ruryshyn** : Allow me a few minutes to re-check the issue, please.
- [07:18:34] **no name** : ok
- [07:27:37] **Zoriana Ruryshyn** : Thank you for waiting. I am sorry for the misunderstanding, I have canceled the transaction of \$9.34. The refunded money will appear on your Credit Card within 2-10 business days. Please note that depending on the bank, it can take more time for a refund to show up on your credit card (up to 30 days). This information can be confirmed with your issuing bank only.