

Time Zone - GMT (UTC +00)

17 July, 2023

[19:09:54] **Munawar Abbas Shaikh** : hi

[19:10:01] [Vyacheslav Kurmaz joined the chat]

[19:10:06] **Vyacheslav Kurmaz** : Hello. Thank you for contacting our Live Chat support. How can I help you?

[19:10:27] **Munawar Abbas Shaikh** : i have credited 28 dollar for ssl installation

[19:10:48] **Munawar Abbas Shaikh** : but unfortunately they won't be able to get access of my server

[19:11:51] **Munawar Abbas Shaikh** : finally today i have installed it by myself

[19:12:36] **Munawar Abbas Shaikh** : now i want my deposit back that was credited for ssl installations

[19:13:38] **Vyacheslav Kurmaz** : Please allow me up to 5 minutes to check the situation.

[19:13:41] **Munawar Abbas Shaikh** : or i can pay \$9 from that fund for ssl purchase fee

[19:14:28] **Munawar Abbas Shaikh** : i want remaining as refund

[19:15:30] **Vyacheslav Kurmaz** : You may feel free to do so. I can refund the rest of the money back to the payment source. Please confirm if I should refund the whole transaction or you would like to use your account funds to pay for the certificate and then refund the remaining amount.

[19:16:17] **Munawar Abbas Shaikh** : i want just remaining amount

[19:16:37] **Munawar Abbas Shaikh** : i am ready to pay purchase ssl fee

[19:17:03] **Vyacheslav Kurmaz** : Sure, please proceed with the payment using your account balance and I will refund the remaining amount once done.

[19:21:22] **Munawar Abbas Shaikh** : i have done

[19:21:28] **Munawar Abbas Shaikh** : now you can proceed

[19:21:32] **Vyacheslav Kurmaz** : Great, please hold on.

[19:24:12] **Vyacheslav Kurmaz** : The transaction was partially refunded to the credit card as requested (\$18.89). The procedure may take up to 2-10 business days depending on your bank.

[19:24:34] **Munawar Abbas Shaikh** : ok thanks for this

[19:24:45] **Munawar Abbas Shaikh** : may i have any option to see that refund

[19:24:58] **Vyacheslav Kurmaz** : A few minutes, please.

[19:28:44] **Vyacheslav Kurmaz** : Here is the transaction: <https://www.ssls.com/user/orders/view/funds2103148>

If you wish, I can also provide the receipt, however, the issue is that it will not contain the partial refund in the details.

[19:29:42] **Vyacheslav Kurmaz** : I assure you that \$18.89 was sent back to the same credit card that was used to make the payment.

[19:29:49] **Munawar Abbas Shaikh** : no it is good for me

[19:30:00] **Munawar Abbas Shaikh** : thank you so much