

**Subject:** URGENT: Duplicate Subscription Charges + Refund Request

**From:** Eric B Jones <[eric@recovery-compass.org](mailto:eric@recovery-compass.org)>

**To:** support@blackbox.ai

**Date Sent:** Friday, November 7, 2025 1:40:17 AM GMT-08:00

**Date Received:** Friday, November 7, 2025 1:40:17 AM GMT-08:00

Hello BLACKBOX AI Support Team,

I am writing to report duplicate subscription charges on my Capital One Spark Miles card ending in 1078 and request immediate cancellation and refund.

**ISSUE DETAILS:** I have been charged for THREE separate BLACKBOX AI subscriptions simultaneously, which appears to be a billing error or duplicate account issue.

**Duplicate Charges Identified:**

October 16, 2025: \$4.99 (charged 3 times on same day = \$14.97 total)

September 2025: \$4.99 (charged 2 times = \$9.98 total)

Estimated total duplicate charges (last 3-6 months): \$25-75

**Account Information:**

Email: [eric@recovery-compass.org](mailto:eric@recovery-compass.org)

Payment Method: Capital One Spark Miles card ending in 1078

Service: BLACKBOX AI subscription

**REQUESTED ACTIONS:**

- . Cancel ALL active BLACKBOX AI subscriptions linked to my email and payment method immediately
- . Refund all duplicate charges from the last 6 months (maximum refund window)
- . Confirm in writing that:
  - . All subscriptions have been cancelled
  - . No future charges will occur
  - . Refund amount and processing timeline

**ADDITIONAL CONTEXT:** I have not actively used BLACKBOX AI in several months, and I was unaware that multiple subscriptions were running simultaneously. This appears to be a technical error on your billing system's end.

I am requesting this refund under your standard refund policy. Based on Reddit user reports ([r/BlackboxAI\\_](#)), your team has processed similar refund requests when contacted at [support@blackbox.ai](mailto:support@blackbox.ai).

Please process this cancellation and refund within 7 business days and confirm via email.

If I do not receive a response within 7 days, I will:

- . Dispute the charges with Capital One (merchant dispute process)
- . Report the billing issue to my state's consumer protection agency
- . Leave reviews on relevant platforms regarding this billing experience

I prefer to resolve this directly with your team first.

Thank you for your prompt attention to this matter.

Best regards, Eric Jones [eric@recovery-compass.org](mailto:eric@recovery-compass.org) Capital One Card ending in 1078