

Having set Kickstarter a deadline to hand out Zoommakers contact details.



James Schayes
about 2 months ago

I requested a refund from kickstarter and I told them he is not responding to multiple messages i sent and other backers. Kickstarter's response was the refund has to come from the creator. So you will need to reach out the the creator.

That's nice since he is not responding to anyone



James Schayes
about 2 months ago

I told kickstarter i wanted the contact info for the creator within 7 days and asked if they have yet reached out to the creator and they sent me a basic cookie cutter response saying i need to research the creator before pledging any money and that the don't offer refunds. They ignored my request for contact info for the creator and did not answer if they have reached out to the creator. My bank reversed the charges so kickstarter will lose my money. As a small business owner of a pizza place I know when someone disputes a charge it comes right from my account not a cc fund. So kickstarter will feel a 100k loss

➡ Reply



Robo Durden **Superbacker**
about 2 months ago

James, please post the complete response of Kickstarter here.

Them saying that we should have researched the creator before pledging is legally important.

Because that is exactly what we tried to do but creator didn't want to share his identity saying that Kickstarter had already verified him.

Then I asked Kickstarter to suspend this creator but they confirmed his standpoint.

So how can we research the identity of a creator when Kickstarter allows him to hide his identity ???

In Europe, every online seller has to publish his contact details. As Kickstarter is available to European backers I am pretty sure that allowing creators to stay anonymous is illegal and we Germans could take legal actions against Kickstarter too.



Jim Sims

about 2 months ago

I have disputed my credit card charge. I have clicked on "Report this project to Kickstarter" and filled out the report and demanded contact information from kickstarter within 7 days. I will likely get my money back from credit card I hope you all do too.



Beverley Hollis

12 days ago

A question For other pissed off backers. I've contacted Kickstarter, stating my concerns, and asked for the true contact details of the creator and gave them a specific timeline to reply by.. Kickstarter refused to supply them, they just brushed me off. Any idea what I can do now?