

Task 1.**Request #1**

Good afternoon, dear client! Thank you for your feedback!

Before confirming the withdrawal actions, you were sent a subscription agreement, which you should have read. It was indicated that the deduction of funds occurs from the first day of using the application, and only with your permission, there are no trial subscriptions.

Is there anything else I can be of help to you?

Request #2

Good afternoon, dear client! Thank you for your feedback.

Could you describe your problem more precisely when playing a video clip, so that I understand how I can help you in resolving your issue?

Request #3

Good afternoon, dear user!

Thank you for your feedback.

Unfortunately, this request is not in our competence. we can only help in matters of our applications.

Request #4

Good afternoon, dear user!

Thank you for your feedback.

Could you describe your problem in more detail (make a screenshot or video), so that I understand how I can help you?

I understand that the situation is unpleasant for you, it upsets us too. I can offer you the following option, since no technical problem was found, and you can continue to use our product further, we can offer you a 30% refund of the subscription price.

*If a person does not agree with this, then I will already offer a 50% discount for the next subscription period. If this does not help, then I will try the third option with a free extension of the subscription period.

Task 2.

Good afternoon dear customer!

Could you take a screenshot or video of your problem so I can send your details to the tech team?

Unfortunately, your application will be considered only on Monday, but as moral compensation and gratitude for your patience, I offer you a 50% discount for the next subscription period.

Thank you for contacting us! Your feedback is valuable and important to us!