Request #1

Hello there!

Thanks for contacting Customer Care! Hope you are doing well. My name is Nazarii and I will be happy to assist you today.

We understand how frustrated it may be for you that your card was charged for the application subscription. However, before submitting the purchase you got and confirmed the payment terms. In this document there were information that according to our policy, subscriptions are not refundable and the application has no free trial period. And unfortunately, after submitting the purchase, we can’t provide you the refund to your payment card. Now, you can use the application subscription for one year. Please note that you should turn off the auto-renewal not to be charged for subscription in the future during the expiration date.

I hope this information was clear and useful for you. Do not hesitate to contact us again if you need further assistance.

Regards,

Nazarii – Customer Care Team

Request #2

Hi!

Thanks for reaching out to Customer Support Team. Hope you are having a lovely day!

We regret to hear that you faced the issue with displaying the video in our Fitness App. We would really appreciate the fact if you can share the screenshot or maybe the screencast how the error looks on your side. This will definitely help us to provide you the best solution and your issue will be fixed immediately. In addition to the screenshots, you can provide the detailed explanation of the issue. Thanks in advance.

We are looking forward to your reply. Thank you for your patience and understanding.

Best wishes,

Nazarii – Customer Care Team

Request #3

Hello!

Thanks for contacting Customer Support Team! My name is Nazarii and I will more than happy to help you in installing Skype to your desktop.

To be honest, I am not an expert in Skype question, we help customers with the fitness app, but I will try to find the information for you and help. To begin with, you need to know what Operating System is installed on your device – MacOS or Windows. If you have the Apple device – the Operating System is MacOS. If another one – in most cases this is Windows.

Here is the step-by-step guide how it can be done for Apple device (MacOS):

1. Visit skype.com.
2. Navigate to the Downloads tab for the regular Skype or Products > Skype for Business for the business one.
3. Click on Get Skype for Mac.
4. Double-click on the Skype download for Mac . dmg file.
5. Proceed through the installation process.

For Windows the instruction is very similar:

1. Visit skype.com
2. Go to the Download Skype page.
3. Select your device and start the download. ...
4. You can launch Skype after it is installed on your device.

I think this information will be helpful for you. If you face issues with this, I suggest you going to the skype.com and contact their support team for further assistance. Thanks for contacting us again. Have a great day and stay safe!

Best wishes,

Nazarii – Customer Care Team

Request #4

Hi there!

Thanks for getting back to us! My name is Nazarii and I will try to do my best to help you with the request.

I understand that you want to get a refund for the subscription. However, according to our Refund Policy, we can provide a refund only if our customer is experiencing a technical issue with the product, so the application is impossible to use. You confirmed the Policy before purchasing the product, so you should understand that we can’t provide you a full refund for the application. But, our company tries to understand our customers in all cases, and as one-time courtesy, we can provide you one of the bonuses listed below:

* To extend subscription period for free
* A 50% discount for the next subscription
* A 30% refund

We are looking forward to your reply. Please tell us what is your final decision regarding the application. Thanks for your understanding.

Best wishes,

Nazarii – Customer Care Team

Task 2

Hello there!

Thanks for contacting Customer Care Team! My name is Nazarii and I will try to do my best to help you with your request.

We regret the fact that you have no access to the app, but we will definitely help you to find the solution. I will escalate this case to the technical team and they will check this with the special tools and provide you the way how to fix this. You will be notified to the email address once the technical expert is available to review your request. It will be no longer than 2 days.

Thank you for understanding. If you have any additional questions or concerns, do not hesitate to contact us anytime.

Best wishes,

Nazarii – Customer Care Team