

**Klaudia**

Active

Hi there! As LinkedIn's help assistant,
I can answer your questions or
connect you to someone who can.
To get started, choose a topic:

[Try Premium](#)[Billing](#)[Account](#)[Features](#)[Cancel and refund](#)[More topics](#)

11:41 AM

Hello

11:41 AM

Before I connect you with our team,
please provide a summary of the issue
you're encountering. Once I have that,
I'll share it with our team so they can
start working on a solution.

11:41 AM

I had a free Premium trial for one
month. I know I tried to cancel it so I
was not charged for the next month,
but I saw just now that I was charged.
I am requesting a refund, as I do not

use LinkedIn and attempted to cancel my subscription.

11:42 AM

In order to answer your question or troubleshoot a problem, a LinkedIn representative may need to access your account, including, as needed, your messages and settings.

11:42 AM

Ok

11:42 AM

Transferring to Agent

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.
You are #12 in the queue.

If you prefer to contact with us via email instead, use this link:
<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.
You are #11 in the queue.

If you prefer to contact with us via email instead, use this link:
<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.
You are #8 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.
You are #7 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.
You are #7 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.
You are #6 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.
You are #6 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.
You are #5 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.
You are #5 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.
You are #4 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.
You are #4 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.
You are #4 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.

You are #3 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.

You are #2 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.

You are #2 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium.

You are #2 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi Evan Danowitz, thanks for connecting with LinkedIn Premium. You are #1 in the queue.

If you prefer to contact with us via email instead, use this link:

<https://www.linkedin.com/help/linkedin/ask>

Thank you for your patience.

Hi, thanks for initiating a chat! My name is Klaudia and I am happy to help today.

 11:51 AM


Hi. I had a free Premium trial for one month. I know I tried to cancel it so I was not charged for the next month, but I saw just now that I was charged. I am requesting a refund, as I do not use LinkedIn and attempted to cancel my subscription.

11:52 AM

Evan, I am sorry if the charge was unexpected. In order to avoid it premium subscriptions need to be cancelled at least one day before the renewal date.

 11:52 AM

I am afraid I only see a record of today's cancellation: Wed, 13 Mar 2024 15:39:09 GM

 11:52 AM

Please bear with me and I will process

a refund.

 11:52 AM


I know that. And during my Premium trial, I did cancel it. Somewhere I have a screenshot of the message that says it was a success. But then I saw that it actually wasn't which made no sense. I did cancel during the trial so that I wasn't charged.

11:53 AM

Thank you for waiting.

 11:53 AM


I've cancelled your subscription (effective immediately) and issued a refund to the payment method on file. It can take up to five business days to post to your balance, but you can see the credit to your LinkedIn account here:
<https://www.linkedin.com/payments/purchasehistory>

 11:53 AM

Here are also the steps:
<https://www.linkedin.com/help/linkedin/answer/a1339138/access-and-print-your-receipts?lang=en>

 11:53 AM

I am sorry again that this happened.

 11:53 AM

I'm confused, did you refund me for

the amount I was charged for?

11:54 AM

Yes, correct.

 11:54 AM

You did request a refund, did I understand correctly?

 11:54 AM

I have cancelled it and refunded the unwanted charge.

 11:55 AM

Yes. Okay, so now I am not charged for anything and I won't be in the future, right?

11:55 AM

You will see a record of it here:
<https://www.linkedin.com/payments/purchasehistory>

 11:55 AM

Yes. Okay, so now I am not charged for anything and I won't be in the future, right?

11:55 AM

No, no your account has also been transitioned back to a Basic account.

 11:55 AM


Great thank you

11:55 AM

There will be therefore no further charges.

 11:55 AM

No problem.

 11:55 AM

Is there anything else I can help you with while you have me on chat?

 11:55 AM

No thank you. Have a nice day

11:56 AM

And you too :)

 11:56 AM

Write a message

