

Submitted Received via Requester

July 29, 2025 at 11:32 Web Form Herber Consulting LLC <amanda@tabaherber.com>

Type Status Priority Group Assignee

Open Normal General Support Shubham Patel

Nature of enquiry License Key Identifier Country

I would like to request a refund MAI250725-3038-85203 United States

Refund Reason

I am claiming the 14 Day Money Back Guarantee

Herber Consulting LLC July 29, 2025 at 11:32

I am having too many calendar issues. I created multiple events yesterday and they aren't showing up or they required me to uncheck and the re add the calendar. And then I have a handful of events I can see on my live version of outlook or Google that just don't show in this. That just won't do. I'm using this for business, I can't have flaws like that.

Shubham Patel August 2, 2025 at 04:04

Hi Herber.

I hope this message finds you well! My name is Shubh, and I'm part of the customer happiness team here at Mailbird.

I'm naturally incredibly sorry to hear that you're looking for a refund of your **Premium Pay Once** license.

That said, before we part ways, I'd love to offer you something special!

Today, we would like to offer you a **50% refund** on your recent *Premium Pay Once* purchase, but what's best, you would still enjoy full access to **all Mailbird features with your Premium Pay Once license!**

It's our way of saying thank you for trying out Mailbird, and of giving you more time to decide if Mailbird could fit your workflow, with no pressure and no strings attached. Also, we will do our best to help you resolve these issues.

If that sounds good, just reply to this email to let me know and I'll take care of everything. Otherwise, we'll go ahead and process the full refund as requested. No hard feelings at all.

Thanks again for giving us a try. Whatever you decide, I truly appreciate your time, and I'm here if you have any questions.

All the best,

Shubham Patel

Herber Consulting LLC August 2, 2025 at 12:34

I appreciate the offer but I already found an alternative solution that fits my needs. Can you please process the full refund. I appreciate your time.

Amanda Herber

From: Mailbird Support < support@mailbird.zendesk.com >

Sent: Friday, August 1, 2025 10:04:27 PM

To: Herber Consulting LLC <amanda@tabaherber.com>
Subject: [Mailbird] Re: Your recent Mailbird Support Ticket

Support Software by Zendesk