

Customer Support Chat Transcript

09:01 AM Jane: Hi, my son was charged for Fortnite V-Bucks without permission.

09:02 AM Epic Support: I'm sorry to hear that. Can you confirm the account email?

09:03 AM Jane: janedoe@example.com

09:04 AM Epic Support: Thanks. I see a purchase on March 2 for \$19.99.

09:05 AM Jane: Yes, that's the unauthorized charge.

09:06 AM Epic Support: We can refund in 5-7 days, but future charges may occur.

09:07 AM Jane: I would like parental controls enabled and a refund, please.

09:08 AM Epic Support: Understood. I've processed the request. Ticket #45782.