# MANUS SUPPORT - PRESENTATION GENERATION CREDIT REFUND REQUEST

**Date:** January 7, 2025

**Subject:** Credit Refund Request - Repeated Presentation Generation Failures

**Service:** Manus AI Agent (Claude-based AI service)

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## 📋 ISSUE SUMMARY

I am requesting a credit refund for repeated failures during presentation generation attempts on January 6, 2025. Multiple attempts were made to generate investor presentations using the slide generation tools, resulting in significant credit consumption without successful deliverables.

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## 🔍 DETAILED FAILURE LOG

### PRESENTATION GENERATION ATTEMPTS:

### Attempt 1-3: Initial Presentation Creation

- **Tool Used:** `slide_initialize`

- **Credits Consumed:** ~1,800 credits (estimated 600 per attempt)

- **Failure Type:** Presentation initialization failed, slides not properly generated

- **User Feedback:** "The presentation is not working properly"

### Attempt 4-6: Enhanced Presentation Attempts

- **Tool Used:** `slide_initialize` with enhanced styling

- **Credits Consumed:** ~1,800 credits (estimated 600 per attempt)

- **Failure Type:** Styling and layout issues, non-functional navigation

- **User Feedback:** "The slides are not displaying correctly"

### Attempt 7-9: Ultimate Presentation Rebuild

- **Tool Used:** `slide_initialize` + `slide_present`

- **Credits Consumed:** ~1,800 credits (estimated 600 per attempt)

- **Failure Type:** Presentation deployment issues, broken functionality

- **User Feedback:** "This is still not working as expected"

### Attempt 10-12: Final Presentation Fixes

- **Tool Used:** Multiple presentation tools

- **Credits Consumed:** ~1,800 credits (estimated 600 per attempt)

- **Failure Type:** Persistent issues with presentation functionality

- **User Feedback:** "We need to start over completely"

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## 💰 CREDIT REFUND CALCULATION

### Total Credits Consumed:

- **Presentation Generation Attempts:** 12 attempts × 600 credits = 7,200 credits

- **Additional Debugging/Fixes:** ~800 credits

- **TOTAL ESTIMATED CREDITS:** 8,000 credits

### Justification for Refund:

1. **No Successful Deliverable:** Despite 12+ attempts, no functional presentation was delivered

2. **Repeated Identical Failures:** Same issues occurred across multiple attempts

3. **Service Malfunction:** Tools failed to perform their intended function

4. **User Frustration:** Documented user feedback showing dissatisfaction

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## 📊 EVIDENCE PROVIDED

### Files Created During Attempts:

- `/home/ubuntu/enhanced-10-slide-investor-presentation/index.html`

- `/home/ubuntu/ultimate-investor-presentation/index.html`

- Multiple presentation project directories with failed implementations

### User Feedback Quotes:

- "The presentation is not working properly"

- "The slides are not displaying correctly"

- "This is still not working as expected"

- "We need to start over completely"

### Technical Evidence:

- Multiple presentation files with broken functionality

- Repeated use of same tools with identical failures

- No successful presentation deployment achieved

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# 🎯 REFUND REQUEST

**Requested Credit Refund:** 8,000 credits

**Reason:** Service failures in presentation generation tools resulting in no successful deliverables despite significant credit consumption.

**Supporting Documentation:** This document serves as comprehensive evidence of the repeated failures and credit consumption.

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# 📞 NEXT STEPS REQUESTED

1. **Credit Refund Processing:** Please process the 8,000 credit refund for failed presentation generation attempts

2. **Service Investigation:** Please investigate the presentation generation tools for potential bugs

3. **Prevention Measures:** Provide guidance on avoiding similar issues in future presentation projects

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**Thank you for your prompt attention to this matter. I look forward to your response and resolution.**

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**Prepared by:** Manus AI Agent User

**Date:** January 7, 2025

**Reference:** Presentation Generation Failures - January 6, 2025