



Shane Rogers <shane7rogers@gmail.com>

Refund

4 messages

Shane Rogers <shane7rogers@gmail.com>
To: Adam <support@vinseeker.com>

Mon, Sep 23 at 11:02 AM

I had \$29.95 taken out of my account even though I cancelled my free trial. I went to the web page to cancel again but it says I already have. I have tried the phone number but can't get through. How can we get this issue resolved?

VinSeeker Support <support@vinseeker.com>
To: Shane Rogers <shane7rogers@gmail.com>

Mon, Sep 23 at 8:27 PM

Hello,

Thank you for reaching out to us at VinSeeker.com.

Our service provides vehicle history reports through a subscription model. Initially, users receive their first report for just \$1, which includes a 7-day trial and then \$29.95/month membership. This membership allows access to up to 30 reports per month. This was clearly stated under Order Summary during sign-up.

As a gesture of goodwill, we have issued a refund for your recent transaction. Please be assured that no further charges will be made to your account.

Please note for credit cards, refunds will take 5-10 business days. I appreciate your patience and understanding.

If you have any further questions or need assistance, please feel free to contact us via email, live chat on our homepage, or by phone.

Kind regards,

Customer Support Team
support@vinseeker.com
Live Chat (On Our Homepage)
888-564-8057
[Quoted text hidden]

Shane Rogers <shane7rogers@gmail.com>
To: VinSeeker Support <support@vinseeker.com>

Sun, Oct 13 at 12:49 AM

I still have not received my refund as of October 12, 2024. If any additional information is needed please let me know.
[Quoted text hidden]

Shane Rogers <shane7rogers@gmail.com>
To: VinSeeker Support <support@vinseeker.com>

Thu, Nov 21 at 10:26 AM

This is my second attempt with making contact with Vinseeker about my refund. I have also been in contact with my bank and they see that there has been no attempt to refund my money. I was hoping vinseeker's gesture of goodwill had more substance. I regretfully will be taking the next necessary steps to rectify this situation.

[Quoted text hidden]