

From: "Galaxy Line Apps Support \ (Galaxylineapp)" <support@galaxylineapp.zendesk.com>

To: "Tünde Zágoni Szabó" <zagoni.tunde@gmail.com>

Date: 11/5/2021 8:00:43 AM

Subject: [Galaxylineapp] Re: Money deductions

Your request (58418) has been updated. To add additional comments, reply to this email.



Galaxy Line Apps Support (Galaxylineapp)

Nov 5, 2021, 16:00 GMT+3

Hello,

Thank you for reaching out.

We're really sad that your experience with our app wasn't quite what you'd expected it to be since we want to provide the best experience for our users in terms of the app and help you reach your goals.

Judging by the information you've provided, you subscribed from a web browser for cross-platform GalaxyLine Apps.

So far you have a *premium subscription* billed right after the end of the trial.

The whole charge for the subscription period is billed as a single transaction. The subscription can be canceled any time within the trial period without getting charged for the upcoming subscription renewal period. If the subscription is canceled after the trial of has not been canceled at all, subscription fees are non-refundable.

Feel free to learn more about billing terms following the link below:

<https://galaxylineapp.com/terms>

Here's how you may use the application you subscribed to:

1) follow the link to download the app you signed up for: <https://galaxylineapp.com>

You have subscribed to the Step Counter & GPS Walks app.

2) sign in with the same method (email, Facebook, etc.) you used when purchasing the subscription.

So, either:

- sign in with Apple;
- sign in with Google;
- sign in with Facebook;

3) If you skipped the sign-in screen and got redirected to the screen "Start your plan", please *reinstall the app* and sign in with the other appropriate method. The system will recognize your purchase.

If you do not wish to keep the subscription *after the current one expires*, please cancel from the app or follow this link to cancel <http://subs.galaxylineapp.com/unsubscribe> to avoid further charges.

Note also that you'll still have access to all the features of the app within the period of the latest subscription. If canceled, it won't renew after expiring.

If you have any other questions or would like any further assistance, please let me know.



Tünde Zágoni Szabó

Nov 5, 2021, 15:54 GMT+3

Dear Sir or Madam,

I am writing to you relating to my subscription fee deducted from my card by Fitness Apps today. The fee for the two-month plan was 27206 Hungarian Forints which is 87.16 \$. I would like to ask your kind help in this matter since I haven't used this app in the previous months, I have already deleted it a long time ago - therefore I would like to ask you to return the fee for me. I also would like to unsubscribe from the application which I do not find in Play Store (I wanted to download it today to be able to unsubscribe but I didn't find it).

Also, I checked my bills and I found that on 5th of September this application deducted another 25610 Forints (~82 \$) from my account which is unfortunately a big amount for me. I am very interested in if it was possible to return it. I know that was a long time ago but the truth is that I have opened this app only one time and the next time I dealt with it was deleting it. (It is not because I didn't find the app useful, it's just back then I didn't have time to deal with it or anything similar. The app itself looked really cool.)

So I'd like to ask your kind help in these matters, it would be a really big help for me if I could get the deducted money back.

Thank you for reading.

Yours sincerely,

Tünde Zágoni-Szabó Tünde

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