#1714 refund

Submitted	**Received via**	**Requester**
January 12, 2022 at 7:00 AM	Web Form	Matt Kowald <operations@closersintoleaders.com>

Status	**Type**	**Priority**	**Group**	**Assignee**
Open	-	-	Support	RapidLoad Support

Matt Kowald   January 12, 2022 at 7:00 AM

Could I please get a refund for this month. I deleted the plugin off the site as it continuously broke it even after your team tried changing settings.

RapidLoad Support   January 12, 2022 at 11:49 AM

Hello Matt,

Sorry for the inconvenience caused, As per RapidLoad refund policy we are only entitled to provide a refund with in 14 days of a license purchase. As the license purchased date of yours is 11/11/2021 we are not able to provide a refund.

But you could cancel your subscription where you won't be charged in the future. If you wish RapidLoad team is also ready to take a look at the issue and fix it for you. If so feel free to send us a temporary access to the site and the screenshots of the site breaks.

Please do follow the below steps and you will be able to cancel the subscription.

Login to https://app.rapidload.io/ -> click manage subscription -> click cancel subscription.

Thank you,

Shakeeb.

Matt Kowald   January 13, 2022 at 8:29 AM

Hi Shakeeb,

Please give a refund otherwise I'll be happy to leave a review about how it broke the site and lost money on a test because it changed the layout on a site when it was working perfectly before starting the test. I'd rather not leave a negative review and get money back for a service that isn't being used anymore. Your choice

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RapidLoad Support   January 13, 2022 at 12:53 PM

Hello Matt,

Sorry for the inconvenience caused, According to RapidLoad Terms and Conditions RapidLoad team does not have permission to provide a refund for a user if the license purchased date is passed 14 days.

As mentioned above RapidLoad team will be pleased to take a look at the site breaks and fix it for you.

Thank you for understanding,
Shakeeb.

Matt Kowald   January 14, 2022 at 12:06 AM

Noted thanks. If anyone asks I'll be sure to tell them Shakeeb chose to not do the right thing by the customer which encouraged me to write this review. Thanks for your time

Nightmare

★☆☆☆☆

mattkowald (@mattkowald)
7 seconds ago

This is your review of RapidLoad Power-Up for Autoptimize, you can edit your review at any time.

Horrid experience! On reloads for css the plugin would break the layout of the site, even after following the steps, and having their team look at it. It would be good for a day then it would redo with no updates to the page and break the site again. When spending thousands on traffic you end up pouring money down the drain. Stay away from this company and plugin and save yourself money and time!!!

Support Software by **Zendesk**