

Julio (11/13/2017, 11:35:22 AM): Hello, My name is Julio how may I assist you today?

Me (11/13/2017, 11:35:51 AM): Hi Julio, I would like to cancel my star wars battlefront 2 preorder and was told to contact support

Julio (11/13/2017, 11:36:21 AM): Hi Nicholas ! don't worry, I'll do my best to assist you and check if a refund can be processed for you.

Me (11/13/2017, 11:36:26 AM): thanks

Julio (11/13/2017, 11:37:08 AM): For documentation purposes, would you please be so kind to provide me:

-Reason for the refund request

Me (11/13/2017, 11:38:22 AM): I heard how they are planning on releasing heroes and the system they are using to unlock star cards and i'm not interested in playing a game that way.

Julio (11/13/2017, 11:38:43 AM): Thank you. I know this is important for you, and I promise I'll do my best to make the refund possible this time, just allow me while I check your account details. It would take no more than 2 minutes of your time.

Me (11/13/2017, 11:39:04 AM): cool no worries

Julio (11/13/2017, 11:41:54 AM): Thank you so much for waiting. I was doing my best checking to see what options we have to cancel your purchase, unfortunately in this case the system will not let me cancel or remove the purchase. I am afraid that all pre-ordered purchases are considered as final. I wish I could do more, but in this case my hands are tied.

Julio (11/13/2017, 11:42:04 AM): I know this is not the answer that you wanted but try to give the game a chance, remember also that if a feature of the game is not working as expected, EA can release updates to change it.

Me (11/13/2017, 11:43:05 AM): Not acceptable. I need to talk to someone higher up in the support chain.

Me (11/13/2017, 11:43:18 AM): Im not interested in playing or giving the game another chance

Julio (11/13/2017, 11:44:02 AM): I will transfer you right away, no worries.

Julio (11/13/2017, 11:44:04 AM): Please hold.

Me (11/13/2017, 11:44:10 AM): Preorders are not considered final either because I read the support page from playstation stating I can get a refund before release

Julio (11/13/2017, 11:45:31 AM): I will transfer you right now Nicholas.

Me (11/13/2017, 11:45:35 AM): Thank you

Melvin (11/13/2017, 11:45:44 AM): Hello, My name is Melvin how may I assist you today?

Melvin (11/13/2017, 11:45:55 AM): Hello Nicholas , I am the supervisor in charge. I'll be more than happy to work with you and review the situation you are experiencing. Would you be so kind to allow

me a moment while I review the conversation you just had with one of my agents? Just make sure to reply back every 2 minutes to confirm our session is still active.

Me (11/13/2017, 11:46:08 AM): Hi Melvin, yes that is fine thanks

Melvin (11/13/2017, 11:46:50 AM): Thank you for waiting Nicholas.

Melvin (11/13/2017, 11:47:32 AM): I can see that you are requesting a refund for the pre-order game Star Wars battlefront II since you do not like the way the in game features work, is that correct?

Me (11/13/2017, 11:47:55 AM): Yes that is correct

Me (11/13/2017, 11:48:08 AM): I am not interested in the game

Me (11/13/2017, 11:48:24 AM): It is before the release date

Melvin (11/13/2017, 11:48:37 AM): Thank you for confirming and I'm glad to look into this for you.

Melvin (11/13/2017, 11:49:26 AM): We definitely understand how frustrating it can be since it will be really hard to get the heroes unlocked.

Melvin (11/13/2017, 11:49:50 AM): Unfortunately, as you may know refunds are not available from our end. We do handle exceptions when applicable, but that exception will not be possible since refunds or cancellations are not available for pre-orders.

Me (11/13/2017, 11:50:30 AM): That is false.

Me (11/13/2017, 11:50:42 AM): I am pasting what the ps4 support page says on preorders

Me (11/13/2017, 11:50:47 AM): More than 14 days before main product release date You can cancel up to the release date if you have not started to download1 the main part of the pre-order (or the pre-load file).

Me (11/13/2017, 11:50:53 AM): That is from your website.

Melvin (11/13/2017, 11:51:09 AM): May I have the link for that website please?

Me (11/13/2017, 11:51:24 AM): <https://www.playstation.com/en-gb/get-help/help-library/store---transactions/playstation-store-information---pre-orders/how-do-i-cancel-a-pre-order-0/>

Melvin (11/13/2017, 11:51:59 AM): Thank you and we apologize for any confusion with this. If you go on this page and scroll all the way to the bottom you will see Sony Interactive Entertainment Europe Limited. This indicates that this support article is for the Europe region, since your account is in the US this would not apply.

Me (11/13/2017, 11:52:30 AM): Just give me my money back this is absolutely absurd.

Me (11/13/2017, 11:52:41 AM): Transfer me to the next one up in line

Me (11/13/2017, 11:53:51 AM): by the way as a long time sony fan I am very disappointed in this and will not be purchasing any more games through the playstation store

Melvin (11/13/2017, 11:54:18 AM): I'm truly sorry for the troubles this may cause you Nicholas, however the refund exception cannot be granted and keep in mind that I'm the supervisor in charge, this means that we have been trusted to deliver the final resolution for this request and sadly no one will be able to change the resolution.

Melvin (11/13/2017, 11:54:38 AM): In case you want, here you can see the terms of service for US and Canada regions:

<https://www.playstation.com/en-us/network/legal/terms-of-service/>

Melvin (11/13/2017, 11:56:54 AM): The system is about to time out our chat, are you still around?

Me (11/13/2017, 11:56:57 AM): I will be contesting the charge and showing them this chat.

Melvin (11/13/2017, 11:57:11 AM): Sorry for the refund that cannot be granted this time. We do not suggest to perform a dispute since that will cause a negative balance on your account and it will ban it. Now we do respect your decision but we want you to be aware of the information provided above.

Melvin (11/13/2017, 11:57:18 AM): Besides that, is there anything else I can help you with?