

netflix

Friday, April 05, 2013
10:49 AM

<https://contactus.netflix.com/chatbox?chatSessionId=10a8deaa-9dff-11e2-8b7f-123139248be3>

Netflix Customer Service

mnmasi@comcast.net and myordersonline@comcast.net

You 8 minutes ago
mnmasi is an old account that was supposed to have been cancelled. I'd like to use only the myordersonline account. thanks

Netflix Brinnay 8 minutes ago
It looks like you have been using the Apple iPad and a computer on the myordersonline@comcast.net and you were using another computer and Xbox on the other account.

You 7 minutes ago
I was not aware that there was a difference. I assumed that all was covered in my home.

Netflix Brinnay 7 minutes ago
Okay, I am going to cancel the mnmasi@comcast.net account for you now.

You 6 minutes ago
Great! Will I receive a refund for 12 months of double payments?

Netflix Brinnay 6 minutes ago
Yes you can use all of your devices on one account, that's fine. So I'll sign you out of the devices linked to mnmasi@comcast.net and you can use them on this account instead.

Netflix Brinnay 5 minutes ago
I am looking into what I can do about the double payments for you now Nanette.

Netflix Brinnay 2 minutes ago
Okay, so I am unable to give you a refund since both of those accounts were used for 12 months. The good news is that I have cancelled the account and this won't be happening again, I can also close it completely if you'd like. Also, I do know of a way to get those charges back if you give the bank a call and tell them you were double billed they will reverse those for you Nanette.

You 32 seconds ago
I don't think that's at all fair. I'd like to speak with a manager please.

Netflix Brinnay 19 seconds ago
No problem, I will escalate this for you now.

Netflix Customer Service

Netflix

Samantha

9 minutes ago

Thank you again for being so patient, Nanette. I read over the Transcript, you are inquiring about a 12 month refund on a unused account correct?

You

yes

9 minutes ago

Netflix

Samantha

6 minutes ago

Cool deal. We definitely want you to get that money reversed right back into your account. I know since you did not use one of the accounts, we can totally get this squared away for you. What we need you to do in order to get this all set for you. Also to make sure we don't give you a run around. We will need you to get in contact with your bank with our call support on 3 way. That way we can confirm that this account was not used, therefore they will have verification on our end.

You

OK

6 minutes ago

You

Although it seems to me that it shouldn't be hard for you to provide a credit.

5 minutes ago

You

I have already spent 20 minutes to only refund a mis-charge.

4 minutes ago

Netflix

Samantha

4 minutes ago

Also, if that isn't an option we can also have you take a print of your view billing history on the unused account as proof as well as this transcript. Either way, it will help verify everything for you. Due to our policies anything over a month credit, needs to go through the bank. I know when it comes to money its no laughing matter. So we need to make sure we can get this resolved as quickly as possible.

You

It's a credit card. OK lets get this done. The credit card number is 1-800-953-7392. My home number is 978-388-8544.

2 minutes ago

You

Actually, may I speak with someone who can authorize this credit?

13 seconds ago

Netflix

Samantha

is typing...

Also, if that isn't an option we can also have you take a print of your view billing history on the unused account as proof as well as this transcript. Either way, it will help verify everything for you. Due to our policies anything over a month credit, needs to go through the bank. I know when it comes to money its no laughing matter. So we need to make sure we can get this resolved as quickly as possible.

You 8 minutes ago

It's a credit card. OK lets get this done. The credit card number is 1-800-953-7392. My home number is 978-388-8544.

You 7 minutes ago

Actually, may I speak with someone who can authorize this credit?

Netflix Samantha 6 minutes ago

We are actually going to need you to give us a call at 1-800-585-7265 and use this reference number 706636 for faster service. That way we can get the process started for the refunds. The one who can authorize the refund would be the bank. They just need that verification from us, for the unused account.

You 4 minutes ago

This is really making me frustrated. I have been a customer of Netflix for many years, aside from a break in service due to changes in billing for separate services. I am now ready to cancel my subscription for good. Making a call with a reference number will create even longer mess. I am hugely disappointed in Netflix customer service.

You 3 minutes ago

This is a matter of 95.88. ANY other company would make a fast refund.

You 3 minutes ago

Who is your manager, Samantha?

You 2 minutes ago

This has now taken 30 minutes of my valuable time.

Netflix Samantha 17 seconds ago

I completely understand where you are coming from. We don't want you to have to deal with this much longer. In order to get this resolved those are the steps we have to take to ensure you get your money right back to you. I know \$95 makes a huge difference. If you want reassurance form another manager, our phone reps will be glad to clarify everything that I have already gone through and make sure this gets resolved as quickly as possible for you.

Also, if that isn't an option we can also have you take a print of your view billing history on the unused account as proof as well as this transcript. Either way, it will help verify everything for you. Due to our policies anything over a month credit, needs to go through the bank. I know when it comes to money its no laughing matter. So we need to make sure we can get this resolved as quickly as possible.

You 8 minutes ago

It's a credit card. OK lets get this done. The credit card number is 1-800-953-7392. My home number is 978-388-8544.

You 7 minutes ago

Actually, may I speak with someone who can authorize this credit?

Netflix Samantha 6 minutes ago

We are actually going to need you to give us a call at 1-800-585-7265 and use this reference number 706636 for faster service. That way we can get the process started for the refunds. The one who can authorize the refund would be the bank. They just need that verification from us, for the unused account.

You 4 minutes ago

This is really making me frustrated. I have been a customer of Netflix for many years, aside from a break in service due to changes in billing for separate services. I am now ready to cancel my subscription for good. Making a call with a reference number will create even longer mess. I am hugely disappointed in Netflix customer service.

You 3 minutes ago

This is a matter of 95.88. ANY other company would make a fast refund.

You 3 minutes ago

Who is your manager, Samantha?

You 2 minutes ago

This has now taken 30 minutes of my valuable time.

Netflix Samantha 17 seconds ago

I completely understand where you are coming from. We don't want you to have to deal with this much longer. In order to get this resolved those are the steps we have to take to ensure you get your money right back to you. I know \$95 makes a huge difference. If you want reassurance form another manager, our phone reps will be glad to clarify everything that I have already gone through and make sure this gets resolved as quickly as possible for you.

Who is your manager, Samantha?	
You	16 minutes ago
This has now taken 30 minutes of my valuable time.	
Netflix Samantha	15 minutes ago
I completely understand where you are coming from. We don't want you to have to deal with this much longer. In order to get this resolved those are the steps we have to take to ensure you get your money right back to you. I know \$95 makes a huge difference. If you want reassurance from another manager, our phone reps will be glad to clarify everything that I have already gone through and make sure this gets resolved as quickly as possible for you.	
You	11 minutes ago
I just tried calling and using that number and was told this was not possible to refund past 30 days. Please cancel my account. I will be posting this conversation online.	
Netflix Samantha	8 minutes ago
We also needed you to have your bank on the phone with us to confirm the account. I can go ahead and cancel this out for you. After this chat go ahead and request a copy of the transcript for your records. Also I would suggest printing out a copy of your view billing history to dispute the charges with your bank. Still want to make sure you get this refund back in your account. Let me go ahead and cancel this out and send you a confirmation of the cancellation.	
You	7 minutes ago
Please send a copy to my email address.	
Netflix Samantha	5 minutes ago
Everything is done on our end. Please do make a copy of the billing history to dispute those charges. We definitely don't want your money to just go to waste, for a service you didn't use. You will be receiving the email shortly.	
I haven't heard from you in a while. Are you still there?	
Just checking if you're still there. Is there anything I can help with?	
You	6 seconds ago
I'm done with Netflix. At least refund the last month of both charges.	