



## Termination of your Shopify Account | c51330.myshopify.com

3 messages

**Shopify** <legal@shopify.com>  
Reply-To: legal@legal-mailer.shopify.com  
To: [REDACTED]

Wed, May 24, 2023 at 6:24 AM

Dear Account Owner,

We have reviewed your account. As a result, we are no longer able to host your store on the Shopify platform and your account has been closed.

The full amount of pending payouts will be held in reserve for 120 days. On Sep 21, 2023. We will transfer your existing payouts less any chargebacks and related fees to the bank account on file for your Shopify Payments account.

Thank you,

Shopify Trust & Safety Team

Ticket ID: bc02e4f2-a512-4aae-8251-1176a8467c9f

[REDACTED]  
To: legal@legal-mailer.shopify.com

Thu, May 25, 2023 at 3:13 PM

Ok what is it that I need to do to reactivate my account? I am so confused, and have to be able to feed my baby!. one of your own people literally walked me through everything down to accepting my first payment. this is bogus and is going to be detrimental to my child's wellbeing.

[Quoted text hidden]

**Shopify** <legal@shopify.com>  
Reply-To: legal@legal-mailer.shopify.com  
To: [REDACTED]

Fri, May 26, 2023 at 3:43 AM

Hello there,

We are writing to you in regards to your account.

This email is to inform you that after reviewing your information and website we believe your business presents a level of risk that we will be unable to support with Shopify. I know this is not ideal, however we won't be able to help with your business.

At this time since Shopify has been deemed not a good fit for your business you will need to research other e-commerce platforms to find one that will be suitable. Regrettably we are not able to make recommendations to merchants.

Additionally, our banking partners determined that there was a high risk of chargebacks for the orders that were placed and have placed a 120 day reserve on the account. If there are no chargebacks in this time the full amount will be released to the bank account on file on Sep 21, 2023.

Please note that for security and privacy reasons we are unable to divulge the results of our reviews and investigations. Once an account has been declined the decision is final.

Kind regards,

