



## Groupon Customer Services - Chat Transcript

1 message

No Reply <no-reply@groupon.com>

Tue, May 28, 2024 at 10:12 PM

colette@...  
[Redacted]

Hi ,

It was great chatting with you. Please find the chat transcript below:

Chat Started: Tuesday, May 28, 2024, 21:50:47 (-0700)

Chat Origin: NA CS

Agent Vung Sang L

( 9s ) Vung Sang L: Your chat may be monitored and recorded for quality and training purposes.

Hi colette, welcome to Groupon Customer Services. My name is Vung Sang, how can I help you today?

( 53s ) colette: unable to use Groupon before it expired I called academy twice but they only had weekdays at that time

( 1m 0s ) colette: needs refund

( 1m 25s ) Vung Sang L: I apologize for any inconvenience this has caused you.

( 1m 35s ) Vung Sang L: I completely understand how frustrating it can be when a Groupon expires before you have a chance to use it.

( 3m 52s ) Vung Sang L: How and when you learned the business was not accepting Groupons ?

( 4m 25s ) colette: it did not available appointments since it is done by a student and professor

( 4m 35s ) colette: I need a refund !

( 5m 42s ) Vung Sang L: The name of the person you spoke with ?

( 6m 14s ) colette: one moment

( 6m 28s ) Vung Sang L: Sure, you can take your time.

( 7m 34s ) colette: Maggie

( 8m 28s ) Vung Sang L: Could you provide me with the specific dates and times you called Academy ?

( 10m 18s ) colette: Hi, this is Maggie coming from KC Beauty Academy. return call and called March 29 and may 1 st

( 11m 20s ) Vung Sang L: Thank you for the details, Colette!

( 12m 29s ) Vung Sang L: I would like to inform you that the merchant is still honors expired voucher.

( 13m 27s ) Vung Sang L: I kindly request you to contact the merchant, they still honors the expired voucher.

( 13m 46s ) colette: Please refund my \$

( 14m 0s ) colette: I do not want to pay more

( 16m 21s ) Vung Sang L: I am sorry to inform you that I'm unable to issue a refund for this voucher because it's expired, it can always be used at the business for the original price of the deal, which in this \$ 21.06, toward the service you initially purchased.

( 17m 9s ) colette: I will need to charge it back by my credit company then if you refuse !

( 18m 6s ) Vung Sang L: I am so sorry, we do not have the option to issue a refund for expired voucher.

( 18m 44s ) colette: No worries my credit card will charge it back and Pissed Consumers will take care

Please find the case number for your reference - 73097011

Thanks,  
Groupon Customer Support

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