

## Refund

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Rotating Proxies <rotatingproxies

Fri, Dec 16, 2016 at 11:57 PM

To: akazzz33 <akazzz33

Hello Twico,

Thanks for reaching out about this.

Funny response you posted on the PayPal resolution centre, since you never even replied to my complaint in the first place.

Our support team typically replies within 24-48 hours, although we saw a dispute was opened on your order so we continued our communication there. We certainly didn't mean to ignore you. We're forced to fight PayPal disputes the best we can since each one hurts our business rating with PayPal.

We both know you don't have anywhere near "millions" of ip's in your pool, you probably have 5-10k MAX. Don't BS, and simply refund the payment since i didn't even get any actual use out of it. Stop chasing pennies or it will cost you alot more in the longrun.

With the way our proxy pool operates, you access well over 1 million IPs or proxy peers, and since it's a residential proxy network some proxy peers are disabled and some are enabled depending on the time of day. It's difficult to get into logistics of IPs in our network without revealing our 'special recipe' that gives us an edge over competition. Our team works hard to maintain our network so we're able to make the claim that we provide access to 1 million IPs, and it's damaging to a business to say they're a "scam".

If you're willing to remove your negative review of our business here: <https://www.blackhatworld.com/seo/looking-for-reliable-backconnect.898877/#post-9560046>, we'll have your order refunded and the PayPal dispute closed.

If you agree, just let me know once it's been removed and we'll send a refund. If you agree, as a show of good faith, we'll also let you use the proxies you have for the rest of your 30 days.

Hopefully we become friends instead of enemies inside and outside of Blackhatworld.

Best,  
Kenny

[Quoted text hidden]