

Today 5:48 PM

Adobe Customer Care Virtual Assistant

Hi. I am the Adobe Customer Care Virtual Assistant. Tell me what you need help with. I'll do my best to understand and find the right person to assist you.

Hi there, my Mom just noticed that her credit card is being charged \$19.99 a month for Creative Cloud. Neither she nor I ordered this. In fact, I only had her purchase Adobe Photo while I was taking a photography high school course last semester. I haven't used the Photoshop since completing the course. Please remove my accounts with Adobe.

Adobe Customer Care Virtual Assistant

I want to make sure I understand clearly. Which of these categories best describes your issue?

- Understand charges or invoice
- Understand \$1 charge
- Help buying a product or plan
- Something else

Understand charges or invoice

Adobe Customer Care Virtual Assistant

Ok. Connecting you to an agent who can help.

Connecting you with a specialist as soon as possible.

You are now connected to Subhash, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Subhash

Hello, I'll be happy to assist you. there are two active subscriptions under the account.

Do you wish to cancel the subscription?

Yes. We didn't order it, and I haven't used the other app in months.

I was only using Photography for school, and the class ended.

Subhash

Let me transfer you to a specialist who can help. They can also offer you exclusive deals to help you save big, if you choose to stay.

Connecting you with a specialist as soon as possible.

You are now connected to Abhilash, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Abhilash

Hello, I'll be happy to assist you. Please, may I know the reason why you want to cancel the plan?

As I have checked you have already canceled the plan of Photography plan (20GB)

No, I don't want deals. My Mom couldn't even pay the other, and used a credit card. I totally forgot to have her cancel the other subscription months ago.

Yes, I cancelled Photography a few minutes ago. I am reaching out to you now to have the Creative Cloud subscription refunded as I didn't order it.

5:58 PM

Abhilash

As I have checked you have already canceled the plan of Photography plan

(20GB) now Creative Cloud All Apps is active in your account.

I haven't used any apps in months. In fact, I haven't activated ANY free trials or even opened

any emails from Adobe since April 2019. If you charged me then, we didn't even notice. We

don't want any plans as my high school doesn't require it.

Abhilash

If you want then, I can help you with 3 free months for Creative Cloud All Apps. This means

you would not have to pay for the next 3 months and you will save 59.97 amount. By taking

these 3 free months of the plan. There will be no charge for you for the next 3 months it will

be free for you. How does that sound to you?

After adding 3 free months today you don't have to pay for coming 3 months for using the

plan and your next billing date will be on 18 June 2020

WE CANT AFFORD ANY PLANS!!!

My mom is paying interest on something we can't use or afford. Please refund us.

We don't want the Creative Cloud apps.

Abhilash

You can take 3 free months this can help you there will be no charge for these 3 free months

in future also.

I am graduating now, and have many expenses for college. I don't want to have to pay my

Mom as I have no job now.

Abhilash

Is there any other adobe plan you want to use?

PLEASE REFUND US the Creative Cloud amount? We don't want to file complaint with our

credit card company for an unauthorized charge.

Abhilash

Then I would like to inform you that based on your annual subscription, a two-month
cancellation fee would apply. if you stay for 11 months, there will be no fee.

It is mentioned in the terms and conditions if you cancel the plan before ending the year
contract then you will be a charge for the cancellation fee and you have agreed on that.

Please review it here: <https://www.adobe.com/in/legal/subscription-terms.html>. If you cancel
your annual plan within the first 10 months, a cancellation fee applies.

I would like to request you. It's better to take 3 free months or change the plan rather than
paying for the cancellation fee.

We are providing you 3 free months so that it will help you in completing the tenure with us.

This will not increase the contract date it will remain the same for you.

6:04 PM

We just got charged a week ago! And we didn't authorize it.

We will contact our credit card company now for a fraudulent charge. Thank you for being of

No help.

Abhilash

Trial of Adobe is for 7 days and you have the plan for 26 days and it is mentioned in terms

and conditions also that after the trial will get end it will get converted automatically into the

paid plan and you have agreed on that.

So you want me to add 3 free months for you?

6:06 PM

We didn't authorize this! Why can't you understand that.

I DID NOT accept trial!

Abhilash

Without entering the details of yours and information the order cannot be placed. So the

order is placed from your end only.

The emails offering me this trial period was NEVER opened. I haven't opened any emails

from Adobe since April of 2019. Hw did I open and accept ANY terms?

Abhilash

Terms and conditions are agree during the time of order placing after that you have the all

apps plan in your account.

I am ending this conversation as you aren't understanding any word I am saying. I will write
to your legal department NOW.

Read 6:11 PM

After reading messages from others, I see I am not alone in my complaint against Adobe's Customer Service. Back in early 2019, my high school son was required to purchase the Adobe Photography program for one entire semester. Although I balked at having to pay the monthly subscription of \$9.99, I did in order to have my son meet his course requirements. Unfortunately, because I entered a credit card number on an account we hardly use, I didn't quite notice the \$9.99 charges and I also figured my son could probably make use of the Adobe Photography product for the remainder of the year – and going into his Senior year. Well, he hasn't used the product since completing his photography course in April of 2019, and he hasn't opened ANY emails for Adobe since. However, when I checked my last credit card statement and noticed a charge for \$19.99 for the Creative Cloud product on 2/27/2020, I confirmed with my son that he didn't order that. Yet, my credit card was charged the \$19.99 without any verification from him or me, and without ANY authorization. We immediately contacted Customer Service and so a meaningless conversation ensued. What can I do to obtain a refund for a product that I didn't order NOR authorize at any point. My son also didn't order any product or accept any free trial or additional service of any kind. Who can I contact without speaking to someone who isn't understanding my typed words of ANY KIND?