
Från: iTunes Store <musicstore_mac_sc@apple.com>
Ämne: Re: iTunes Store Account and Billing; Follow-up: 161786969
Datum: 26 juli 2011 18:18:12 CEST
Till: Chris Hansson

[Göm](#)

Dear Chris,

Greetings from iTunes Store Customer Support. My name is Siddanth and I am glad to assist you today.

Chris, before I begin addressing your email, I would like to apologize for the delay in responding to your inquiry. This is certainly not the customary wait time for a reply from the iTunes Store Customer Support.

We have been experiencing higher volumes than expected, and your patience is greatly appreciated.

I understand that you are charged for the download for the Mac OS X Lion, but was supposed to be free. I certainly understand how eager you are to get this issue resolved and I will surely assist you with this.

After reviewing the circumstances of your case, we determined that issuing you a refund for your unintentional purchase of "OS X Lion" is an appropriate exception to the iTunes Store Terms and Conditions, which state that all sales are final. In five to seven business days, a credit of 229.00 SEK should be posted to the credit card that appears on the receipt for that purchase.

Chris, the iTunes Store provides a warning message that asks if you are sure that you want to buy an item. This warning can be turned off. If you would like to make sure that this warning is on, you can reset the warnings in the iTunes Store by following the instructions in this article:

Resetting iTunes Store warnings
<http://support.apple.com/kb/HT1734>

Thank you for contacting iTunes Store Support. Have a wonderful day ahead!

Sincerely,

Siddanth
iTunes Store/Mac App Store Customer Support

Please Note: I work Tuesday-Saturday, 07:00 AM - 04:00 PM CST

Thank you for allowing me the opportunity to assist you. You may receive an AppleCare survey email; any feedback you provide would be greatly appreciated.