

As the Cardholder, please confirm the grounds of your dispute:

- I the undersigned, do not recognise this transaction. Please provide me with a copy.
- I neither participated in, nor authorised the use of my card for the above transaction.
- I participated in and authorised only one transaction with this merchant.
- I authorised a transaction for _____ as shown on the attached receipt/invoice and not _____ as shown on the Merchant copy of the receipt/Invoice.
- Goods / services were ordered but not received / faulty.
- Goods/services returned but no refund has been processed.

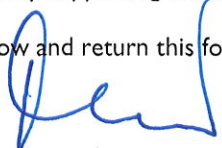
Please provide a summary of your dispute, including confirmation of how you have attempted to resolve with the merchant and details of any communication that's taken place:

Product was sold with 30 day money back guarantee .
I requested a refund on 01 Aug 2019 , which was acknowledged on 05 Aug 2019 advising a refund would be processed .
After receiving no refund, I followed this up with merchant on 16 Aug & 26 Aug - no reply!

- I the undersigned, verify that all documents regarding this issue have been provided with this form.

Please provide any supporting documentation such as correspondence, receipts and/or invoices to support your claim.

Please sign below and return this form (including any supporting documentation) to contact@capitalontap.com.



Cardholder signature

30/08/2019

Date

Subject: FW: REFUND REQUEST: Your Zend Server License Information for LIC-201404196121
Date: Monday, 26 August 2019 at 19:38:02 Central European Summer Time
From: Neil
To: store@roguewave.com, AccountsReceivable@roguewave.com
Priority: High

Good afternoon,

I refer to my email below, and to which I have not received the courtesy of any response.

It has now been four weeks since I requested a refund from yourselves, which I consider excessive.

Unless I receive an immediate resolution from you I will be requesting the bank initiate a chargeback without further notice.

Regards

Neil Corke

From: Neil Corke <neil@corkeweb.com>
Date: Friday, 16 August 2019 at 07:25
To: Rogue Wave Store <store@roguewave.com>, "AccountsReceivable@roguewave.com" <AccountsReceivable@roguewave.com>
Subject: Re: REFUND REQUEST: Your Zend Server License Information for LIC-201404196121

Good Morning,

Further to your email below, there is still no refund from yourselves on my card statement. It has now been over two weeks since I requested this, which I think you would agree is more than sufficient time to process the same.

Please contact your accounts department and confirm this is being concluded without further delay, failing which I will have no alternative but to contact the card issuer and initiate a chargeback.

Kind Regards

Neil

From: Rogue Wave Store <store@roguewave.com>
Date: Monday, 5 August 2019 at 16:22
To: Neil Corke <neil@corkeweb.com>
Cc: Rogue Wave Accounts Receivable <AccountsReceivable@roguewave.com>
Subject: REFUND REQUEST: Your Zend Server License Information for LIC-201404196121

Hello Neil we have submitted your request for a refund to our accounting team, please know this may take several days as we are transitioning to our new company [Perforce Software](#) who acquired us in January.

You may follow up by email to: AccountsReceivable@roguewave.com

Kind Regards,

Kim Pacheco | Sales Coordinator

Rogue Wave Software, Inc.

Innovate with Confidence

P 720-388-8319

www.roguewave.com / Kim.Pacheco@roguewave.com

From: Neil <neil@corkeweb.com>

Sent: Thursday, August 1, 2019 4:24 AM

To: Rogue Wave Store <store@roguewave.com>

Subject: Re: Your Zend Server License Information for LIC-201404196121

Good afternoon,

When I purchased this it was with the reasonable expectation that the MySQL version included would be current.

I was therefore surprised to discover this was shipped with version 5.5.27 which is outdated and Oracle ended support for in December 2018. This is of no use to me as our production servers use version 5.7.

After raising this with Zend Support, I received the following response:

"I'm afraid that it's not possible to change the MySQL version that is shipped with Zend Server on OS X - such a setup has never been tested in our labs. You may want to consider switching to a Linux (or Windows) operating system where you could install the desired MySQL version."

I am not prepared to change the operating system on my Apple workstation and have now purchased an alternative solution. I confirm that I will not be using Zend Server going forward and have deleted this from my workstation. Please refund the full purchase cost for the license to my credit card.

Kind Regards

Neil Corke

From: Rogue Wave Store <store@roguewave.com>

Date: Thursday, 18 July 2019 at 11:17

To: Neil Corke <neil@corkeweb.com>

Subject: Your Zend Server License Information for LIC-201404196121

Hi Neil Corke,

Thank you for purchasing Zend Server!

Your Product: Zend Server Developer Edition Standard Subscription

Registration Information

Order Number: 196121

License Key: 7HIEA010802831E5FDBBCFD40E5CB183

Expiration Date: 7/18/2020

Account Number: 516525

We recommend that you save this information for future reference.

If you need to download and install the latest version of Zend Server, please go to:

[Zend Server Download](#)

To register Zend Server, log in to the Administration Interface. If this is the first time you log in, you will be prompted to enter a license key.

If you already configured Zend Server, update the license key in Administration | Password and License.

If you have any questions about installing, setting up, or using Zend Server, please visit our Rogue Wave Product Technical support center at:

<https://techsupport.roguewave.com>

Note: Please use the Account Number provided above at the prompt when you sign up for an account on the support center.

Sincerely,

The Rogue Wave Team