



Sign In

Your request (BIL2608127) has been updated. Reply to this email or follow the link above.

2026-06-10 03:03:29 PDT - Kris Pascua [C]

Additional comments

Hi there,

Greetings from Zoom Billing! My name is Kris, and I am one of the Supervisors in Zoom's Billing Department. Thank you for your patience while we carefully reviewed your concern regarding the renewal charge for your Zoom One Pro monthly subscription.

We understand your concern regarding the automatic renewal processed on June 6, 2026, as well as your request for a refund review. After conducting a thorough review of the account and the subscription history, we must respectfully advise that we are unable to approve the refund request.

Please note that Zoom subscriptions are configured to automatically renew unless canceled prior to the renewal date. Additionally, in accordance with Zoom's Terms of Service, Article 12.2, subscription charges are non-cancelable and non-refundable once processed.

We also confirmed that your subscription has already been canceled to prevent future renewals, and your paid features will remain accessible until the end of the current billing cycle on July 5, 2026.

We understand that you referenced Section 12.9 of the Terms of Service and applicable Korean consumer regulations in your correspondence. Your concerns were reviewed as part of the escalation process; however, after further evaluation, our decision remains unchanged and no refund or credit will be issued for this renewal charge.

We appreciate your understanding regarding this matter. If you have any additional questions about your subscription or account, please feel free to reply to this email.

Sincerely,

Kris

Zoom Billing Support - Supervisor | APAC | 6:00 PM – 3:00 AM EST

✦ For case escalation, please contact or submit an escalation

📞 Tip: For a smoother Zoom Support experience, please add your phone number to your profile at zoom.com/profile

2026-06-08 21:52:33 PDT - Mary Rose Garcia (C)

Additional comments

여기 제공해 주신 이메일 답변의 국문 번역본입니다. 고객에게 전달하기에 적절하도록 정중하고 비즈니스 매너를 갖춘 어조(하십시오체)로 작성되었습니다.

안녕하세요.

보내주신 답변에 감사드립니다.

고객님께서 제기해 주신 환불 요청에 대한 우려 사항을 충분히 이해하고 있으며, Zoom 서비스 약관 제12.9조(철회 권리) 및 대한민국의 전자상거래 등에서의 소비자보호에 관한 법률(전자상거래법) 제17조에 관한 말씀 또한 잘 확인하였습니다.

고객님의 요청은 특정 법적 조항과 연계되어 있어 당사의 표준 Tier 1 환불 규정 외에 더욱 종합적인 검토가 필요한 사안으로 판단됩니다. 이에 따라 추가적인 검토 및 평가를 위해 본 건을 당사 수퍼바이저(Supervisor) 팀으로 공식 이관(Escalation) 조치하였습니다.

담당 수퍼바이저가 고객님의께서 언급하신 사항들과 요청 내용을 면밀히 검토한 후, 빠른 시일 내에 이메일을 통해 공식적인 진행 상황을 안내해 드릴 예정입니다.

그동안 추가로 공유해 주실 정보나 증빙 서류가 있으시다면, 언제든지 본 메일에 회신하여 주시기 바랍니다.

감사합니다. Rose 드림

Zoom Billing Support | APAC | 7:00 PM – 3:00 AM EST

✦ 케이스 이관(Escalation) 관련 문의 처

Kris Pascua | kris.pascua@zoom.us | APAC | 6:00 PM – 3:00 AM EST

Hi there

Thank you for your response.

I completely understand your concerns regarding the refund request, as well as your points regarding Section 12.9 (Right of Withdrawal) of Zoom's Terms of Service and Article 17 of the Korean Electronic Commerce Consumer Protection Act.

Because your request involves specific legal provisions and requires a more comprehensive review outside of our standard Tier 1 refund policies, I have formally escalated your case to our Supervisor team for further evaluation.

A supervisor will review all the details of your request and the points you've raised, and they will reach out to you shortly via email with an official update.

If you have any additional information or documents to share in the meantime, please feel free to reply directly to this email.

Regards,

Rose

Zoom Billing Support | APAC | 7:00 PM – 3:00 AM EST

✦ For case escalation, please contact or submit an escalation

Kris Pascua | kris.pascua@zoom.us | APAC | 6:00 PM – 3:00 AM EST

2026-06-08 21:21:55 PDT - 해랑 김

Additional comments

<https://blog.naver.com/ajdhs/224242459502>

<https://blog.naver.com/llliiilli1/224281792441>

결제가 취소되었다는 사례가 분명히 있는데, 다시 한번 확인바랍니다.

I am writing to formally submit a refund request regarding the automatic renewal charge for my Zoom One Pro subscription renewed on June 6, 2026.

I would like to clearly state the following facts:

1. I received absolutely no prior notification — no email, no reminder — before the renewal charge was processed.
2. I have not used the Zoom service at all since the renewal date.
3. I submitted a refund request on the same day the charge occurred (June 6, 2026), which was denied.

Despite these facts, my refund request was denied by Supervisor 000, citing Section 12.2 of Zoom's Terms of Service. However, I would like to draw your attention to Section 12.9 of Zoom's own Terms of Service, which explicitly provides for a withdrawal right.

Under this provision, I am entitled to request cancellation of the affected services within the applicable withdrawal period as permitted by relevant law. Denying my refund while simultaneously

acknowledging withdrawal rights in Section 12.9 is internally contradictory.

Furthermore, as a consumer based in the Republic of Korea, I am protected under the Act on the Consumer Protection in Electronic Commerce (전자상거래 등에서의 소비자보호에 관한 법률), Article 17, which guarantees my right of withdrawal. This right cannot be waived or overridden by a vendor's terms of service under Korean law.

I hereby formally invoke my right of withdrawal under both Section 12.9 of Zoom's Terms of Service and Article 17 of the Korean Electronic Commerce Consumer Protection Act. I request that you reconsider my refund request on this basis.

If this refund is denied again, I will proceed with the following:

1. A chargeback dispute through my credit card provider
2. A formal complaint to the Korea Consumer Agency (한국소비자원)
3. A complaint to the Korea Communications Commission

If the refund is not approved, please provide a clear written confirmation of the refusal including the reason, as I will be submitting this correspondence as evidence in my dispute.

----- 원본 메일 -----

보낸사람: "Zoom Customer Care"

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2026-06-08 19:37:33 PDT - Mary Rose Garcia (C)

Additional comments

안녕하세요,

Zoom Billing에 문의해 주셔서 감사합니다!

모조록 잘 지내고 계시기를 바랍니다. 현재 계정의 환불을 요청하신 것으로 확인되어, 해당 요청 건을 검토해 드리고자 합니다.

Zoom은 구독 기반으로 구매하는 서비스이며, 실제 서비스 사용 여부와는 관계없이 비용이 청구된다는 점을 참고해 주시기 바랍니다.

고객님의 상황을 검토해 보았으나, 현재 저희 환불 규정상 이번 건에 대해서는 환불 처리가 불가능합니다. 구독을 구매하시기 전에 Zoom의 서비스 약관에 동의하고 이를 확인하셨음을 상기해 주시기 바랍니다. 해당 약관에는 다음 내용이 포함되어 있습니다:

제12.2조 취소 및 환불 불가 요금. 귀하는 Zoom이 달리 동의하거나, 법률에 의해 요구되거나, 귀하의 주문서에 명시되어 있지 않은 한, 최초 구독 기간 또는 당시의 갱신 기간(해당하는 경우) 동안 모든 결제 금액은 취소할 수 없으며 최종적이며 환불되지 않음에 동의합니다.

향후 자동 갱신을 방지하기 위해 고객님의 이미 구독을 성공적으로 취소하셨음을 확인했습니다. 이에 따라 고객님의 현재 결제 주기인 2026년 7월 5일까지 모든 기능을 계속해서 이용하실 수 있습니다. 이 기간 동안 서비스가 활성화되어 있고 계속 이용 가능한 상태로 유지되기 때문에, 현재 기간에 대한 환불은 진행해 드리기 어렵습니다. 이번 결제 주기가 끝나면 추가로 갱신되거나 비용이 청구되지 않으니 안심하셔도 됩니다.

추가적인 질문이나 우려 사항이 있으시면 언제든지 말씀해 주세요. 기꺼이 도와드리겠습니다.

감사합니다, Rose 드림

Zoom Billing Support | APAC | 미 동부 표준시(EST) 오후 7:00 – 오전 3:00 🌸 에스컬레이션(상위 부서 이관)이 필요한 경우 다음 연락처로 문의하거나 요청을 제출해 주세요. Kris Pascua | kris.pascua@zoom.us | APAC | 미 동부 표준시(EST) 오후 6:00 – 오전 3:00

Hello there,

Thank you for contacting Zoom Billing!

I hope this email finds you well. We understand that you are requesting a refund of your account. Let me look into your request.

Please be reminded that Zoom is a subscription-based purchase and is not dependent on whether the service was used or not.

We've looked into your situation and our refund policy does not allow one in this case. Please be reminded that prior to purchasing the subscription, you have agreed and acknowledged Zoom's Terms of Service. This includes:

Article: 12.2 Non-Cancelable and Non-Refundable Charges. You agree that all payments are non-cancelable for the Initial Subscription Term or the then-current Renewal Term, as applicable, and are final and non-refundable, unless otherwise agreed to by Zoom, required by Law, or set forth in your Order Form.

I can confirm that you have already successfully cancelled your subscription to prevent any future renewals.

As a result, you will continue to have access to all features until the end of your current billing cycle 2026-07-05. Because the service remains active and available to you during this time, we are unable to issue a refund for the current term. Rest assured, your account will not renew, and you will not be billed again once this cycle concludes.

Feel free to let me know if you have any additional questions or concerns and I will be glad to look into it for you.

Regards,

Rose

Zoom Billing Support | APAC | 7:00 PM – 3:00 AM EST

🌸 For case escalation, please contact or submit an escalation

Kris Pascua | kris.pascua@zoom.us | APAC | 6:00 PM – 3:00 AM EST

Visit zoom.us

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Ref:MSG28253517_WfhtHgsMuCvzW4FTzQw

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