




 **John**: Hi, you're speaking to John. I'm just reading your question, won't be long!

 **Gerd Naschenweng**: Thank you


 **John**: I'm really sorry, I can only help with UK account queries. Please get in touch with us by contacting our team at  <https://www.playstation.com/get-help/contact-form>.


 **Gerd Naschenweng**: Does South Africa have a local/South African support team?


 **Gerd Naschenweng**: The answers the SCEE team provides is disregarding all local laws.


 **Gerd Naschenweng**: And your refusal to honor a refund which was submitted within 2 days will require Sony to appear in front of the South African National Consumer Council.


 **John**: South African PS Support: 0861 773783

 **Gerd Naschenweng**: I tried this and they refused to give me a reference and referred me to both SCEE and HelloGames


 **Gerd Naschenweng**: Since the purchase was made in South African Rand and not only was I overcharged, I was also refused redress.


 **Gerd Naschenweng**: This means that I can legally report Sony South Africa to the Department of Trade. However Sony SA does not take accountability and says this is a SCEE issue


 **John**: Unfortunately, there's nothing I can do for you regarding this. I would advise seeking legal advice, if you would like to take this further.


 **Gerd Naschenweng**: Will I get a log of our conversation?


 **Gerd Naschenweng**: So in short: This chat does not deal with Sony South Africa issues - correct?


 **John**: We can deal with account issues, I am not trained in legal issues and South African consumer rights as I am a UK based agent.


 **Gerd Naschenweng**: So are you now dealing with the refund or not?


 **John**: We cannot offer a refund until such times where we get confirmation from Hello Games that the game is faulty.


 **Gerd Naschenweng**: The basic questions regarding incident - 160813-003716: (1) Why was I overcharged and (2) Why was the refund declined.

 **Gerd Naschenweng**: And now I see that you are referring to Hello Games, despite your TOS saying that you, the publisher is responsible for refunds

 **Gerd Naschenweng**: And besides that, I submitted my ticket to you on 14th August (2 days after purchase) with screenshots of the game being broken.

 **Gerd Naschenweng**: Common sense should prevail to then say: "This customer has an issue with the game, HelloGames confirmed issues and we will issue a refund"


 **Gerd Naschenweng**: From my emails and HelloGames you will have noticed that they appointed a complete new QA team in the week of 14th August


 **Gerd Naschenweng**: Also, their CEO, Sean Murray acknowledged on Twitter that the game is broken


 **Gerd Naschenweng**: This tweet: 


<https://twitter.com/gerdnaschenweng/status/766684790342950912>

 **Gerd Naschenweng**: The above tweet was 5(!) days after I submitted my refund request.


 **Gerd Naschenweng**: I have noticed that HelloGames has submitted several patches in the last 3 weeks


 **Gerd Naschenweng**: Since I requested a refund on 14th August, there was no mention of patches and I am not interested in troubleshooting.


 **John:** We need confirmation directly from the publisher to yourself confirming the game is faulty. There's absolutely nothing I can do for you regarding this issue. I'm sorry.

 **Gerd Naschenweng:** So your behavior is generally unfair trading practices as at the time of my complaint there was no redress

 **John:** If you feel you would like to take this further I would once again advise seeking legal advice


 **Gerd Naschenweng:** I have submitted 3 emails to the publisher and all of them remain unanswered

 **Gerd Naschenweng:** This is not a legal issue. This is an issue you, Sony, should take up and honor refunds for long-standing customers.


 **Gerd Naschenweng:** You are skirting the issue and point fingers at the publisher and leave your customers in the dry.

 **Gerd Naschenweng:** Can I get a reference for this live-chat?

 **John:** Sure, your reference number for this chat is 160829-006938


 **Gerd Naschenweng:** So to summarise: You will refuse to issue a refund irrespective of when the refund request was done. You will also only consider issuing a refund if the developer, HelloGames, confirms that the game is broken. Lastly, you do not consider yourself legally responsible for any of those issues?

 **Gerd Naschenweng:** Then you should really just say: "We don't care and will not issue refunds".

 **Gerd Naschenweng:** It is then quite bizarre that SCEA has issued refunds to a large number of players as a token of goodwill.

 **John:** I'm sorry you feel that way.

 **Gerd Naschenweng:** I don't think you are sorry at all John!

 **Gerd Naschenweng:** Your name surfaced on Reddit as a consultant not being specifically helpful. I have now also witnessed that first hand.