



Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>

**Purchase Notification for Kaiden Waldron-Francis Order# 0.80787000
13789268645230c110c53c92.42954332**

11 messages

Onlinehobbyist.com <receipts@onlinehobbyist.com>
To: blackpantherreptiles@gmail.com

Wed, Sep 11, 2013 at 3:15 PM

Billing Details

Date: 2013-09-11
Order #: 0.80787000 13789268645230c110c53c92.42954332
CC Type: visa

Bill to: Kaiden Waldron-Francis
Address: [REDACTED]
Trenton, ME
04605 US

Day [REDACTED]
Phone: [REDACTED]
Eve [REDACTED]
Phone: [REDACTED]

Items: 1
Trans Id: 493750901
CC Number: *****7868
OnlineHobbyist.com,
Inc.
P.O. Box 104
Walburg, TX
78673-0104 US

Order Details

Product	Price	Qty	Total
90 Day Standard Classified Account \$35.00 - Black_Panther	\$ 35.00	1	\$ 35.00
			Total: \$35.00

Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>
To: communityreview@pethobbyist.com

Mon, Oct 7, 2013 at 8:34 PM

Here is the receipt for the subscription before the upgrade. If it was sent to blackpantherreptiles@gmail.com, it should also be the email on file. Please let me know if this can be fixed. I feel as though I am losing time and money on advertising if I cannot access my account.

Thank you for your time,
Kaiden Waldron-Francis
[Quoted text hidden]

--

Kaiden Waldron-Francis, B.S.
Black Panther Zoological
bpzoological.com
[REDACTED]

info@bpzoological.com

*Specializing in rare species of gecko, live vivarium plants, and other vivarium products.

Community Review <communityreview@pethobbyist.com>
To: Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>

Tue, Oct 8, 2013 at 7:40 PM

Hi, Kaiden. We have no username associated with this email address. Unfortunately, not only is our database tied to email addresses, we also cannot discuss our user accounts with anyone other than the user communicating from the email address associated with their account.

As I'm sure you can understand, nothing would be stopping someone from making up a fake email address in someone else's name, and causing problems for their account on the site.

Please consider if there is ANY other email address you might have tied to your account. I'd like to be able to assist you with this.

kingsnake.com Community Review
[Quoted text hidden]

Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>
To: Community Review <communityreview@pethobbyist.com>

Tue, Oct 8, 2013 at 8:09 PM

Hi,

I understand, however this is the only confirmation of receipt that I got from you. I can also send the PayPal transaction information. I've tried every other possible email address and none are in the account. My email blackpantherreptiles@gmail.com was absolutely the only one that I would have used. If you could please have a representative call me, that would be greatly appreciated. I am willing to work to verify my information and can send a copy of a photo ID with my billing address listed on it, as well as any PayPal transaction information. My phone number is ([REDACTED]) [REDACTED]-[REDACTED]. I spent \$73.00 on what is so far, an unusable account, which is quite frustrating!

Thank you so much for your time, and I really appreciate your willingness to work this out!
Kaiden

Kaiden Waldron-Francis, B.S.
Black Panther Zoological
bpzoological.com
[REDACTED]

info@bpzoological.com

*Specializing in rare species of gecko, live vivarium plants, and other vivarium products.

[Quoted text hidden]

kingsnake/CBP <connectedbypets@gmail.com>
To: Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>

Tue, Oct 8, 2013 at 9:23 PM

Kaiden, the account is a yahoo account... Does that ring a bell?

Sent from my iPhone

[Quoted text hidden]

Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>
To: kingsnake/CBP <connectedbypets@gmail.com>

Tue, Oct 8, 2013 at 9:40 PM

If possible, could you give me a call tomorrow? It's late here on the east coast. I have one Yahoo account which I tried as well, and nothing comes up. I'd greatly appreciate being able to speak to someone to sort this out.

Thank you,
Kaiden

Kaiden Waldron-Francis, B.S.
Black Panther Zoological
bpzoological.com


info@bpzoological.com

*Specializing in rare species of gecko, live vivarium plants, and other vivarium products.

[Quoted text hidden]

Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>
To: kingsnake/CBP <connectedbypets@gmail.com>

Wed, Oct 9, 2013 at 9:26 PM

I did not hear back from anyone today. If this cannot get resolved by noon tomorrow (EST), I will go through my credit card company to resolve this.

Thank you,
Kaiden

Kaiden Waldron-Francis, B.S.
Black Panther Zoological
bpzoological.com


info@bpzoological.com

*Specializing in rare species of gecko, live vivarium plants, and other vivarium products.

[Quoted text hidden]

Community Review <communityreview@pethobbyist.com>
To: Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>

Wed, Oct 9, 2013 at 9:49 PM

Kaiden, I can't call you, either. If you can't verify you are who you say you are, I can't give you any information about the account.

kingsnake.com

Community Review

[Quoted text hidden]

Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>
To: Community Review <communityreview@pethobbyist.com>

Thu, Oct 10, 2013 at 10:34 AM

I have offered to prove my identity by sending a photo of my driver's license and copies of my PayPal statement showing the purchase. What else would you like me to do? It seems like this is simply a mode of wasting my time. If you cannot restore my account or issue a refund, then I will take it up with my credit card company, period.

Thank you for your time,

Kaiden

[Quoted text hidden]

[Quoted text hidden]

Community Review <communityreview@pethobbyist.com>
To: Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>

Thu, Oct 10, 2013 at 11:39 AM

Kaiden, I don't have access to that information. You wrote to Community Review, and I can't even talk to you without being able to verify your association with your account. Usually, when someone can't log in, the problem relates not to a commercial transaction, but to their actual user account with us.

If you are certain this relates to the classifieds, please email phclassifieds@pethobbyist.com, who will be able to look at your purchase history.

Community Review

kingsnake.com

[Quoted text hidden]

Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>
To: phclassifieds@pethobbyist.com

Thu, Oct 10, 2013 at 12:06 PM

Please see the conversation below and let me know what you can do.

Thank you,

Kaiden

Kaiden Waldron-Francis, B.S.

Black Panther Zoological

bpzoological.com

[REDACTED]

info@bpzoological.com

*Specializing in rare species of gecko, live vivarium plants, and other vivarium products.

Forwarded conversation

Subject: **Purchase Notification for Kaiden Waldron-Francis Order# 0.80787000 13789268645230c110c53c92.42954332**

From: **Onlinehobbyist.com** <receipts@onlinehobbyist.com>
Date: Wed, Sep 11, 2013 at 3:15 PM
To: blackpantherreptiles@gmail.com

[Quoted text hidden]

From: **Kaiden Waldron-Francis** <blackpantherreptiles@gmail.com>
Date: Mon, Oct 7, 2013 at 8:34 PM
To: communityreview@pethobbyist.com

Here is the receipt for the subscription before the upgrade. If it was sent to blackpantherreptiles@gmail.com, it should also be the email on file. Please let me know if this can be fixed. I feel as though I am losing time and money on advertising if I cannot access my account.

Thank you for your time,
Kaiden Waldron-Francis

--

Kaiden Waldron-Francis, B.S.
Black Panther Zoological
bpzoological.com
[REDACTED]

info@bpzoological.com

*Specializing in rare species of gecko, live vivarium plants, and other vivarium products.

From: **Community Review** <communityreview@pethobbyist.com>
Date: Tue, Oct 8, 2013 at 7:40 PM
To: Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>

Hi, Kaiden. We have no username associated with this email address. Unfortunately, not only is our database tied to email addresses, we also cannot discuss our user accounts with anyone other than the user communicating from the email address associated with their account.

As I'm sure you can understand, nothing would be stopping someone from making up a fake email address in someone else's name, and causing problems for their account on the site.

Please consider if there is ANY other email address you might have tied to your account. I'd like to be able to assist you with this.

kingsnake.com Community Review

From: **Kaiden Waldron-Francis** <blackpantherreptiles@gmail.com>
Date: Tue, Oct 8, 2013 at 8:09 PM
To: Community Review <communityreview@pethobbyist.com>

Hi,

I understand, however this is the only confirmation of receipt that I got from you. I can also send the PayPal transaction information. I've tried every other possible email address and none are in the account. My email blackpantherreptiles@gmail.com was absolutely the only one that I would have used. If you could please have a representative call me, that would be greatly appreciated. I am willing to work to verify my information and can send a copy of a photo ID with my billing address listed on it, as well as any PayPal transaction information. My phone number is (████) ███-████. I spent \$73.00 on what is so far, an unusable account, which is quite frustrating!

Thank you so much for your time, and I really appreciate your willingness to work this out!
Kaiden

Kaiden Waldron-Francis, B.S.
Black Panther Zoological
bpzoological.com
██████████

info@bpzoological.com

*Specializing in rare species of gecko, live vivarium plants, and other vivarium products.

From: **kingsnake/CBP** <connectedbypets@gmail.com>
Date: Tue, Oct 8, 2013 at 9:23 PM
To: Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>

Kaiden, the account is a yahoo account... Does that ring a bell?

Sent from my iPhone

From: **Kaiden Waldron-Francis** <blackpantherreptiles@gmail.com>
Date: Tue, Oct 8, 2013 at 9:40 PM
To: kingsnake/CBP <connectedbypets@gmail.com>

If possible, could you give me a call tomorrow? It's late here on the east coast. I have one Yahoo account which I tried as well, and nothing comes up. I'd greatly appreciate being able to speak to someone to sort this out.

Thank you,
Kaiden

Kaiden Waldron-Francis, B.S.
Black Panther Zoological
bpzoological.com
██████████

info@bpzoological.com

*Specializing in rare species of gecko, live vivarium plants, and other vivarium products.

From: **Kaiden Waldron-Francis** <blackpantherreptiles@gmail.com>
Date: Wed, Oct 9, 2013 at 9:26 PM
To: kingsnake/CBP <connectedbypets@gmail.com>

I did not hear back from anyone today. If this cannot get resolved by noon tomorrow (EST), I will go through my credit card company to resolve this.

Thank you,
Kaiden

Kaiden Waldron-Francis, B.S.
Black Panther Zoological
bpzoological.com
[REDACTED]

info@bpzoological.com

*Specializing in rare species of gecko, live vivarium plants, and other vivarium products.

From: **Community Review** <communityreview@pethobbyist.com>
Date: Wed, Oct 9, 2013 at 9:49 PM
To: Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>

Kaiden, I can't call you, either. If you can't verify you are who you say you are, I can't give you any information about the account.

kingsnake.com
Community Review

From: **Kaiden Waldron-Francis** <blackpantherreptiles@gmail.com>
Date: Thu, Oct 10, 2013 at 10:34 AM
To: Community Review <communityreview@pethobbyist.com>

I have offered to prove my identity by sending a photo of my driver's license and copies of my PayPal statement showing the purchase. What else would you like me to do? It seems like this is simply a mode of wasting my time. If you cannot restore my account or issue a refund, then I will take it up with my credit card company, period.

Thank you for your time,
Kaiden

From: **Community Review** <communityreview@pethobbyist.com>
Date: Thu, Oct 10, 2013 at 11:39 AM
To: Kaiden Waldron-Francis <blackpantherreptiles@gmail.com>

Kaiden, I don't have access to that information. You wrote to Community Review, and I can't even talk to you without being able to verify your association with your account. Usually, when someone can't log in, the problem relates not to a commercial transaction, but to their actual user account with us.

If you are certain this relates to the classifieds, please email phclassifieds@pethobbyist.com, who will be able to look at your purchase history.

Community Review
kingsnake.com