

## Customer Service Fiasco (GoDaddy)

This is to document the horrible customer service experience I received from GoDaddy, my email provider.

On February 1<sup>st</sup>, 2025, I called GoDaddy and talked with an agent (Adrian). We removed one of my three email addresses that I no longer needed. Additionally, I asked to remove the "Email Plus with Security" functionality from my remaining two email addresses. With these requests being done, Adrian quoted \$178.97 for three years for each of the two emails.

Since this was a special price, Adrian said she would turn off my auto bill until after these changes were in place so the removed services would not bill. Once that was done, she would turn auto-bill back on so the next time renewals were needed there would not be an interruption.

Also because this was a special deal (special 3-year pricing), Adrian said that the receipt for one of my email addresses would display as the deleted address, as this was necessary to get the special pricing – but not to worry, she would make the change from the deleted address to my correct address once the pricing was in place. So I would be left with just the two email addresses I wanted.

The receipts did come through as described by Adrian, and my two remaining email addresses functioned normally, so it appeared that all was well with my requested changes.

### **Text exchange with GoDaddy 3-4-25**

When I received my credit card statement it included the charges as described by Adrian for my two email addresses ... two entries at \$178.97 (transaction date 2-1-25). But the credit card statement also included an entry for \$381.22 (transaction date 2-10-25).

Immediately after seeing the credit card invoice, I tried calling GoDaddy. Since the message said the wait time would be long, and since they offered a text option, I texted a GoDaddy agent to describe my dilemma.

After a lengthy text exchange to be sure the agent understood my desire to cancel one email address and remove "Plus with Security" from the remaining two addresses, the text agent said the refund would be made to my debited payment method. They stated "Refund Request #xxxx was submitted in the amount of \$359.64 plus \$21.58 tax." The text agent stated that the money would arrive in 5 to 10 days.

Shortly thereafter I received a no-reply email from GoDaddy stating they could not make the refund. No explanation was given other than to say I should review their refund policy.

I resumed attempts to tell my story with a text agent. I asked that they review the text string from just prior so I would not need to re-state everything – but was told they could not access old texts – so they asked me to describe my issue once again. I asked for a department manager's name and email or to have them call me the following morning between 8:30 and 9:30 as I did not have time to deal with the issue any further on that day.

The agent asked for the order number I was asking to be refunded, so I provided that. They asked for my PIN number but I had run out of time and vowed to resume my attempts to work with GoDaddy until the next day.

I did not receive a call from a manager the following day.

### **Chat online with GoDaddy 3-6-25 (9:25 a.m.)**

After the ineffective text exchange, and since I was busy all day on March 5<sup>th</sup>, I tried again on the morning of March 6<sup>th</sup> – this time sitting on hold by phone while I engaged with a live Chat agent at the same time.

Following is what I shared via Chat.

“On Feb 1st I called and talked with an agent. We removed one of my three email addresses. The remaining two were setup without the Email Plus with Security functionality.

She quoted \$178.97 for three years for each of the two emails. I was billed for these two \$178.97 charges on my credit card on Feb 1st. However, on Feb 10th another bill hit my credit card for \$381.22

Apparently this was for the Plus with Security functionality that should have been removed but was auto billed. I tried to resolve this thru your text customer service on Tuesday and that experience was frustrating and did not resolve the problem.

I called my credit card company to object to the \$381.22 charge and they said it would be removed and they would let you know. (The text agent I worked with on Tuesday said this was being done by GoDaddy but then I subsequently got an email saying they could not issue the refund.)

All this to say, I wanted to make you aware that the credit card company would be pushing back on the \$381.22 charge -- and I'd like confirmation from GoDaddy that this issue is now resolved.”

### **Phone conversation 3-6-25**

I had attempted to call and talk with a live agent on 3-5-25 but waited on hold for nearly 40 minutes and hung up, as I had a scheduled call to attend.

I tried again on 3-6-25 at the same time that I started the chat described above. Time on hold was 44 minutes. Daniel from GoDaddy picked up, but the connection was so badly breaking up we could not talk. He did understand when I provided my number, and he called me back 5 minutes later.

Daniel called back and we spoke just as the Chat was responding. I repeated the same story I had shared in the Chat (see previous). Both Daniel and the Chat agent said I needed to fill out a form since the refund was “out of policy” (apparently because it auto-renewed ... although back on Feb 1<sup>st</sup> the agent I spoke with said she would disable the auto-renew and then add it back after she cancelled the Plus with Security functionality).

**Daniel said it shouldn't be a problem to get the refund approved based on the circumstances.**

I filled out the form and submitted it as Daniel walked me through the process. This was 3-6-25 just after 10:00 a.m. Eastern.

### **Waiting for the response**

Once I submitted the form I received an email acknowledgement on 3-6-25 at 10:19 a.m., stating the TicketID was xxxx and that I would receive a response within 7-10 business days.

On March 25<sup>th</sup> at 6:55 p.m. I received the following email from [refundrequest@services.secureserver.net](mailto:refundrequest@services.secureserver.net)

Hello,

Thank you for submitting this request, after reviewing the information you provided, we are unable to approve this out of policy refund request. Please review our Legal Agreements found at the bottom of our website.

Thanks

So, I am forced to pay \$381.22 for services I had removed before they were billed, and yet they billed anyway. I feel I have no recourse as I do not want to jeopardize the use of my two email addresses.

My reply to GoDaddy the morning of March 26<sup>th</sup> was:

Since I received the following email, despite having provided the attached log of my text and phone efforts to get this resolved, and despite the fact (as you can see in the attached) that I followed the procedure outlined by your agent who advised that nothing more needed to be done on my part and that this amount would be credited (since I cancelled the services prior to the billing date) – it looks like I have no recourse but to pay this. Please tell me the amount owed and where I can send a check.

This has been the absolute worst customer service experience I have ever had in my 70+ years, and while I am tied to GoDaddy for several years (having paid for a three year period for my two email addresses) I do intend to make my experience very visible to others thru social media and thru my web site.

If someone would like to call me to discuss, my phone number is below.

I will submit payment promptly for what you claim is the outstanding obligation if you provide payment address.

I sent this as a reply to the email address that had sent the “request denied” letter. My credit card company later notified me that GoDaddy had sent their refund policy, and they felt they had no recourse but to release the funds to them that I had appealed. There was no need, therefore, to send payment as it was being processed through my credit card.

## **Conclusion**

So, I have paid \$381.22 for services I am not receiving, despite the fact that the GoDaddy agent I had initially talked with on 2-1-25 had assured me the services would be removed before the auto-billing would take place, and that nothing more was needed from me to accomplish this.

I can only surmise that my refund was rejected because I allowed the unwanted services to auto-renew. But I relied upon the agent who assured me the services had been cancelled, and that was before the auto-bill occurred. If one cannot rely on the assurances of a company’s customer service agent – then that is the very definition of bad customer service. As soon as my email services expire, I will be moving my email services to another provider.

I wanted to share my story as an example to those in the business world of how NOT to do customer service – and also to prevent others from being inflicted by this type of customer service by doing business with GoDaddy.

Bob Evelyn

4-11-25