

July 11, 2023

Shantanu Narayen
Chairman, President and CEO
Adobe Inc.
345 Park Ave. San Jose, CA 95110-2704

Dear Mr. Narayen,

On July 8th of last year, I logged into my Adobe.com account looking for a simple CD template so I could dress up a DVD of old home movies I had transferred from VHS tape to digital at Walmart, so the remaining survivors could watch old family movies conveniently, without a video tape or player.

When there I located something I thought might work for me, and used my credit card to purchase "10 free Adobe Stock templates" for a "free, 30 day trial": Ref: ADOBE STOCK TRIAL 4085366000 CA for \$29.99.

I own Creative Suite ver. 4 (CS4) with Dreamweaver, and have always considered it one of the most elegant pieces of software I have ever used, and I analyzed software for years for firms such as Symantec, Wordstar, Levi Strauss, and GE. It's all I'll ever need to update
<http://mussercommunications.com/>.

However, I quickly found out that your new templates didn't work with my older software (at least I couldn't get them to work) and I started looking for something else, as I knew I could get my money back from you within 30 days.

I quickly found Disketch Disc Label Software Plus Commercial License (lifetime subscription for \$39.95), and printed my labels, affixed them to my DVDs and mailed them off (see attached).

Within 30 days, I logged into Adobe.com to cancel my "Free Trial," and found out I couldn't.

There was no working way to cancel on your website, and the phone number provided: 800-833-6687, left me on hold for 20 minutes or so, and then dropped the call, although I tried both methods multiple times over a couple of weeks, wasting many hours of my time.

And of course, your cancellation phone# 800-833-6687 was only available on week days.

Then you charged me another \$29.99 on 10/7/22.

On 10/23 I finally Logged in to Adobe.com and was mysteriously able to cancel after being emailed a solution by one of your reps, below, and I was charged an "Early Termination Fee" of \$149.95. Ref: ADOBE *STOCK 408-536-6000 CA Additionally, and you didn't end my "subscription" until 11/6!

So, you charged me over 200 bucks over several months while I was trying to cancel, for something that, not only I didn't use, but I couldn't use!

Please refund that money to me as soon as possible, and send your marketing, legal, and IT departments back under the rock they crawled out of. I'd appreciate a call from someone responsible, too; I'm most available in the afternoons, but I screen my calls and will call you back ASAP.

I've taken the opportunity to influence my friends not to buy your products: one told me his banker wanted almost \$60 a month to let him build in Portfolio. I told him about the above and after just a little more goading, he switched to Wordpress for free!

So there.

BTW I read your EULA like I always do, and didn't notice anything about the above, it must be in very small print.

Kindly refund these fees at your earliest opportunity, so that I can go back to recommending Adobe Products.

After all, you made \$31 million dollars last year, and I'm on Social Security Retirement.

I've filed a complaint with the FTC, and copied this letter to the Better Business Bureau and my "Essays and Letters" page: <http://mussercommunications.com>.

Sincerely,

Christopher J. Musser
707-998-9315

Hello cmusser,

You have received a private message in the Adobe Support Community community.

Subject: I can't cancel my Adobe Stock trial!!!

From: Beverley Gray

Date: Oct 03, 2022 02:40 AM

Hello

Please contact Customer Support for assistance. Log in to your account and navigate to the URL below.

Make sure that the browser has cookies enabled, and all script blockers are disabled.

<https://helpx.adobe.com/contact.html?rghtup=autoOpen>

Kind regards

Beverley

To manage your private message options, [click here](#).

Thanks for being a Adobe Support Community member.

Your Adobe Support Community Team

Adobe Support Community sent this message to cmusser@mussercommunications.com.

Don't want to receive emails from us? Just [click here](#).



Musser Family Memories

