

Re: RE: Your Time Out magazine order - Case Ref:1932544

From: Konstantin Binder <londonleben@mac.com>  
To: timeout@servicehelpline.co.uk  
Date: 05 October 2011 9:28:10 AM

*Why did it take you so long to respond?*

Dear Mrs Oliver,

I find this extremely annoying. You are more than happy to take my money via email but when it comes to cancellations I have to write a letter? In the year 2011? A letter??

Fine, you'll get a letter

*This is a*

I can't wait to not receive your publication anymore.

*I have to send you a*

Regards

Konstantin Binder

On 05 Oct, 2011, at 09:14 AM, timeout@servicehelpline.co.uk wrote:

Dear Mr Binder

*That's what I want Because you say so*

Thank you for your enquiry regarding Time Out magazine.

Unfortunately due to our new procedures we are unable to accept cancellation requests by email.

You can either cancel your contract and receive no more issues but you will not be entitled to a refund or cancel now but receive the remaining issues on your contract.

If I can please ask you to send in your letter of a cancellation request to the address below and they will be able to assist you further.

Freepost RRAH-BEUG-RAXU  
Timeout Subscriptions  
800 Guillat Avenue  
Kent Science Park  
ME9 8GU

*← Freepost, I like Freepost  
Would I have spent money  
for a stamp? No!*

If I can be of any further assistance then please do not hesitate to contact me.

*No, don't worry*

Kind Regards

Chloe Oliver

*I like my letter  
Do you?*

Email Response Team  
Time Out magazine  
T: +44 (0) 800 068 0050  
F: +44 (0) 1795 414 555  
www.timeout.com

As a result of your recent decision to correspond with Time Out via email, we have added your email address to your subscriber file. We will only use your email address to correspond with you regarding your subscription. If you wish to update your contact preferences so that we do not contact you by email please respond to this email or call 0800 068 0050.

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-----Original Message-----

From: "Konstantin Binder" <londonleben@mac.com>  
Sent: 29 September 2011 07:56  
To: "timeout@cisubs.co.uk" <timeout@cisubs.co.uk>  
Subject: Re: Your Time Out magazine order

*This is today's date: 05/10/11*

I would like to cancel my subscription at the earliest possible date. Please confirm.

Regards

*← Fuck yeah! (Excuse my language)*

Konstantin Binder

On 2 Jul 2008, at 14:07, timeout@cisubs.co.uk wrote:

> ORDER CONFIRMATION  
>  
> Thank you for your subscription order to Time Out.  
>  
> Your order will be processed as quickly as possible, but please allow up to 28 days for delivery of your first issue.  
> If you are renewing a subscription it will start when your current subscription expires, or immediately if it has already expired.  
>  
> If you have any questions about your order, please call 0800 0680050 (UK), (+44) 1458 271410 (Outside UK), or email timeout@cisubs.co.uk

*Mistake, ah well, we all make mistakes*

> Subscription details  
> 51 for 63.75GBP

> Billing address:

> Mr Konstantin Binder  
> London

*← This is where I live*

*No more Time Out*

*This is my signature:*

*K Binder*