

8.8.2013

Dear Spacetime,

At first I would like to ask you to excuse mistakes in my english. Trying to improve but its still foreign for me :)

Well i have bought five guardian dragon packs already and didnt succeeded finding golden Mitas. I have discussed that with many people in game and have been advised multiple times to try to ask you for some reward. I met few players who told me they got golden pet after 3+ unsuccessfull purchases when they emailed support. Other players told me they got some platinum refunded. I cant be sure if that was true, but some of them are people I trust so I figured its worth a try to ask you. I really would like the pet, but after so many failed tries I doubt I can ever get it, especially since mot of people i know have succeeded at 1st or 2nd try. The worst thing is that I am hard to persuade me to buy more platinum since I threw out 2500 without purpose.

I would be very gratefull if you can do something for me.

Thank you very much.

9.8.2013

Hello,

I do apologize for your frustration in getting the items you want from a pack. These packs are designed to have a random chance of granting you the best items as stated in the pack description. Unfortunately we are unable to refund item pack purchases at this time. If there is anything else we can assist you with please don't hesitate to ask.

Regards,

Gnosis

10.8.3013

Hello Gnosis

Thank you for fast reply but I am sorry not being satisfied with that. I really don't want to offend you but your reply sounds to me like some prescribed answer for all questions you get about item packs. I very understand you are busy with solving other stuff, probably preparing new update these days, which all of us cant wait for already :). So its pretty expectable that my problem is not your priority. I am ok with that and I am no hurry in solving this, but i really would like some more personal communication in this case. Your answer would perfectly fit for someone who is just angry not getting Mitas or other exclusive stuff within one purchase. I understand that the chance means that the exclusive item is not granted by each purchase. Thats why I didnt contact support earlier, when I bought first, second, third and fourthtime. But now i feel, and please correct me if I am false, that its a bit special case. After my five fails it is very hard to trust its only bad luck.

If the truth was, that Mitas is really that rare, that only few dedicated people would have it, and most of others would have failed multiple times like I have, please trust me that I wouldnt disturb you with this. But the reality is, due to some kind of research I made before I decided to contact you, that the majority of people I met, having Mitas, got it with the first purchase. The number of those who got with second was a bit lower but still high. And i met really very few who did 3 purchases and still unsuccessful. I know my numbers are surely not correct, people may also lie and I Definitely didn't ask everyone. But i hope it describes the general pattern.

As long as you say that you are unable to refund these purchases, could you please disprove the informations about people who had their purchases refunded or got the exclusives instantly? Because I have heard this from multiple sources and I would be surprised if all of those ppl just lie. I want to clarify that I trust your word and if you say its not truth i will not doubt about that.

Last, if there is really no way how to help me in this case, i would like to ask u for more information about how the chance system works. If there is some percentage or any number of chance on Mitas pet. Because i heard alot of rummings around, but these are not confirmed and possibly just thoughts of others, not based on reality. Those facts would hopefully help me stop feeling its just unfair and my account is simply the one of those which is not getting Mitas.

Thank you for taking care about me, I do apologize again for making so much ado about this, but i really would like to be ur satisfied customer and to support you buying more platinum, which I cant persuade me to do at the moment.

Yours trully

I got no reply first, then I got the one quoted in my post.

This is my last answer, I also didnt get reply on this one yet:

Hello,

Well at least I got personalised answer instead of the system one. Thank you for disproving the rumours i have been told. Its terrifying how many players were making lies in this case. Let me just get back to my questions about the odds which are same for everyone, (what is just hard to believe with so many gold dragons around). Basically I was asking what are the odds? Or is that any secret? Since those pack are aome kind of lootery, dealing with real currency (considering that platinum is just transformed cash in this case) I think that the information about odds should be accessible. Announcing some anonymous statistics of successful / unsuccessful purchases would be even better.

What I suggest could uncover a mystery about those item packs and may also help other unsuccesful players to reconsider their chances or at least easier to get over their frustration. I am sure that I m not the only one to appreciate the knowing, that "I am not thr only shady in the community of luckers".

Thank you for the **time** you spent on reading this

I hope my suggestion will be at least discussed :)

Regards

Thank you for reading through :)