

Resolved

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Ticket ID KDT-459-89783

Category:

World of Tanks

Sub-category:

Penalty Appeals

I was temp banned for "team kill" after shooting back at someone who was shooting at me, and I posted about it on the WoT forums (I included a video that was recorded live on Twitch). The forum moderation staff removed my topic and issued me a warning for "disputing moderator/staff decision". As someone who works for a software company and does online support, I can say that this sort of behavior would have never been tolerated by any of the companies I have worked for, and I would like my money refunded. Feel free to remove any premium tanks or remaining gold from my account when issuing the refund.

Please also note that I am keeping a record of all of this in the blog entry at the following link, and it includes the video of the in-game incident:

http://www.gt500.org/blog/index.php?controller=post&action=view&id_post=12

Replies



Rodolfo Escobar 29 May 2014 19:03

Dear Tanker,

Thank you for contacting Wargaming NA Support.

Unfortunately, we cannot offer to uphold your refund request as you have now used your purchase.

Please keep in mind that virtual property contains inherent value that transcends all servers.

The sanctions placed on your account, were correctly placed.

Please have a thorough read through of our forum and game rules to avoid any further misunderstandings such as this:

<http://forum.worldoftanks.com/index.php?/forum-29/announcement-74-world-of-tanks-game-rules/>
<http://forum.worldoftanks.com/index.php?/forum-29/announcement-76-world-of-tanks-forum-rules/>

In regards to the team kills and damage, please take note that we have an automated system in place for violation tracking (i.e. team damage, team killing), as such all mentioned offenses will be addressed by the automation only. The system has been customized, tested extensively and is currently working as intended. No player is immune, nor do any players receive preferential treatment from the automation. Even those of us here in the office receive account sanctions from the automated system when our shells go astray.

Please understand that violating the game rules, regardless of the reason, will be met with sanctions. As you have now personally experienced, violations of this game rule will be dealt with by our automated Team Damage/Kill tracker system.

Once a player has reached a threshold set by the automation for team kills/damage, they are banned; no questions asked. In addition, they are forced to pay a portion of the damage caused and forfeit some experience to their victim. We allow for some team damage to occur before that takes place, and we feel we're pretty generous with the amount allowed, but once it crosses over that line, the sanction is imposed. The first offense is a minor 1 hour ban, but habitual violations have an escalating punishment. Because of this, we highly advise that you do not take matters into your own hands as we will be unable to change any actions taken by the automated violation tracker.

We truly do appreciate your interest in World of Tanks and your contribution to our community. We can only hope that you understand that we must be fair and treat all friendly fire cases the same, regardless of the motives.

Additional information on the automated system of team killer and bot user tracking can be found on the following page:

<http://forum.worldoftanks.com/index.php?/topic/152218-friendly-fire-team-kill-auto-system/>

We appreciate your understanding in this regard.

Please feel free to contact us anytime with future difficulties or questions.

Best Regards,
Rodolfo Escobar

Wargaming America Support

You can always check your ticket status by logging into our Support Portal:

<https://na.wargaming.net/support/>

Please don't forget to fill out our survey once your ticket has been completed.



• **GT500org 29 May 2014 19:24**

I have already read the information on the forums about the automated team kill bans, and how they are based on ratios. This means that the system is automatically biased against anyone who is essentially a bad shot or doesn't survive long enough to do much damage, but who has a few accidents early on.

The system automatically favors players who are better shots, have better situational awareness, and survive longer to get in more hits on enemy tanks.

The fact that you have to pay for damage to friendly tanks should be enough punishment, especially for newer players who do not have many resources and who are hoping to be able to upgrade their tanks. Automatic bans are never fair, because they are not reviewed by an administrator/GM/etc. and there is no human decision made as to whether the ban was deserved.

Also, since the system is not explained in any way to players, or even the fact that you can damage teammates (I didn't know I could until I blew up a friendly tank), it makes the system rather underhanded.

Due to this, and the bad support I have received thus far, I must insist on a refund.



• **Daniel Massey 29 May 2014 21:44**

Dear GT500org,

Thank you for getting back to us.

We will attempt to address your issue in as complete a manner possible. (This may get a bit long, so please bear with us. We will try to be as comprehensive as we can.)

1) The TK restriction

Firstly, while encountering spamming players is a frustrating experience for everyone, please do not Team Kill them. The best thing you can do if you see these players is to submit a ticket to us to our Rule Violations department, with screenshots of the spam in question (if you have them), the player's name (spelled correctly), and the approximate date and time that the incident occurred.

Please be advised that due to our Automated Anti-TK Reporting System, we will not be able to override a game restriction earned through Friendly Fire, nor will we be able to refund Experience, Premium Time, Credits, or Gold lost due to a violation of the Game Rules.

Again, while we understand the frustration in the heat of the moment, we kindly ask that you take a step back and remember to Report the player in question instead of taking matters into your own hands. Once we have your Report, we can investigate and take the appropriate actions according to our procedures.

There is a human component. It would not be practical or economical for our moderators to police each game live, so while TK incidents are handled automatically, we ask that our players submit a ticket to our Rule Violations department in the case of Physics Abuse by a teammate (ramming, blocking, excessive pushing.) We require a replay of the incident with the player name(s) so that we can investigate it personally, according to our procedures.

The automated system tracks every instance of friendly fire and team killing, and hands out sanctions accordingly. These sanctions are on an escalating scale, which if the behavior continues will end with a permanent game ban. For these reasons we ask that if you encounter a player who is violating the rules, that you do not take things into your own hands.

If you encounter Rules violations such as insults, revealing allied locations or anything "Verbal" please simply include screenshots and the player's name, spelled correctly in a support ticket and we will be happy to investigate the matter.

2) The Forum Topic Removal

Regarding the forum thread being moved, please understand that disputes are something that we take seriously, which is why all disputes on sanctions placed are to be submitted to support for a thorough investigation.

For this reason the rules state that all disputes on moderators or game masters may only be done through the support ticketing system; it's not something that should be handled between players on the forums or within the game.

The rules clearly state that all disputes outside of the support ticketing system will be sanctioned. The restrictions on your forum account were correctly applied for the correct period of time and unfortunately will not be able to be removed.

Again, all moderation (in game and on the forums) took place in accordance with the game and forum rules you agreed to upon installing and playing our game.

<http://forum.worldoftanks.com/index.php?/forum-29/announcement-74-world-of-tanks-game-rules/>
<http://forum.worldoftanks.com/index.php?/forum-29/announcement-76-world-of-tanks-forum-rules/>

In conclusion, if you see a bot or player who is spamming, please do *not* teamkill them. Please report them to us, and we will be happy to investigate the situation.

Before taking any punitive action against a player, we carefully check the our game logs to verify the infraction. We may apply the following measures to a violator:

- 1) A temporary game suspension (up to one month)
- 2) A temporary chat suspension (up to one month)
- 3) A permanent account suspension

Unfortunately, according to our Privacy Policy, we cannot discuss any sanctions that may or may not have been applied to another player.

3) Regarding compensations to compensations or refunds, our policies are clear.

Regrettably, we cannot rollback any in-game actions or operations on accounts, even if they were accidents. There are a few instances involving transactions with real currency (Dollars or Gold) where this general policy does not apply; unfortunately, this is not one of them.

For further clarification on our refund policy and to learn what situation will and will not qualify you for one, please visit our Knowledge Base here:

<https://na.wargaming.net/support/Knowledgebase/Article/View/253/18/can-i-get-compensation-for-my-in-game-goods>

Please accept our sympathy for your situation. We'd like to ask your understanding that we enforce this policy equally among all our players the world over and our interest in fairness is what prevents us from granting your request.

If there is any other question or concern that arises in the future, please do not hesitate to contact us. We will do everything within our power to assist you as best as we're able.

Have a great day, and happy tanking!

Best Regards,
Daniel Massey,

Wargaming America Support

You can always check your ticket status by logging into our Support Portal:

<https://na.wargaming.net/support/>

Please don't forget to fill out our survey once your ticket has been completed.



GT500org 30 May 2014 06:23

I do not see where the forum police states that I am not allowed to question the automated punishment system in the game, unless that system is considered a "game master".

Regardless, the deleting of the post is still bad customer support. I still expect a refund for the real-world money I paid.



Daniel Hewitt 01 June 2014 10:25

Dear GT500org,

Thank you for getting back to us.

Unfortunately, there were several parts of the thread which required it to be removed and locked on our forums.

One was the title of the video itself, which included profanity, which is a violation of our forum rules.

The second is that it highlighted another player for their behavior in a negative way. This constitutes "naming and shaming" and is also a violation of our forum rules.

Lastly, disputing the actions of the automated system, or any suspensions whatsoever, is a violation of our forum rules. The actions of the automated system are indeed considered moderator decision, as are all in-game and forum suspensions regardless of their source.

However, rather than receiving a warning point (the normal result of such offenses) along with a forum restriction that meant you would no longer be able to post on our forums for a given period of time, we instead administered an educational warning that such behavior was a violation of our forum rules, and did not administer any warning points to your account, as there was no prior history of forum rule violations on your account. In addition, we closed the thread, as it was wholly inappropriate for all of the above mentioned reasons.

We would like to offer our sincerest apologies that we did not include a full list of all offenses contained in your post in our message that indicated the thread had been locked.

Regarding your suspension, we reiterate that "self defense" does not exempt a player from the game rules. Regardless of who shot first, damaging an ally is always considered a game rules violation, and may result in a suspension.

We do not offer refunds for goods or time lost as a result of violations of our game and forum rules, nor does our compensation policy allow for a refund of any money spent for goods which were appropriately delivered and/or used by your account.

You can find our compensation policy here:

<https://na.wargaming.net/support/Knowledgebase/Article/View/253/18/can-i-get-compensation-for-my-in-game-goods>

As you may note, the opening line of the article provided directly references the TOS/EULA agreed to when you began playing the game, and states the following:

"As stated in our Terms of Service: "all Virtual Goods represent a limited license right governed by the terms of this Agreement, and are not redeemable for any sum of money or monetary value from WN at any time". Additionally, please feel free to consult our End User License Agreement (EULA)."

In the future, should you wish to dispute a suspension, we will be happy to review your claim. But our forums are not the appropriate place to do so. Instead, simply write a ticket to our support team. Please note that our moderators and customer support representatives are not necessarily the same individuals, and that complaining about a suspension on our forums is both likely to be ineffective and is also a violation of our forum rules.

We hope this clears up any confusion.

If you have any additional questions or concerns, feel free to contact us in the future.

Best Regards,
Daniel Hewitt

Wargaming America Support

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GT500org 01 June 2014 14:43

I'm sure your management can make a decision to refund money even if it is not technically allowed by your terms and conditions.

Please let someone on your management team know that I would like my request for a refund to be reviewed again.

Thank you.



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Daniel Hewitt 02 June 2014 10:06

Dear GT500org,

Thank you for getting back to us.

This ticket has now been assigned to a member of our management staff. Please note that our customer support management staff is often quite busy, and may take some time to reply to your request.

If you have any additional questions or concerns, feel free to contact us in the future.

Best Regards,
Daniel Hewitt

Wargaming America Support

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Steven Quinn Today at 15:05

Dear GT500org,

Although I understand your situation, unfortunately the possibility of initiating a payment refund cannot be authorized.

Please note a refund can only be authorized for a payment that was accidentally applied to the account and remained untouched. In this case, the items belonging to your recent payment (\$33.39 USD) was applied to this account and consumed on May 24, 2014.

If the items belonging to the payment were not consumed, the possibility of initiating a refund could be approved. However, because this account was suspended due to the act of team killing, the possibility of compensation or a refund will not be provided.

Thank you for your cooperation and understanding in this matter.

Best Regards,
Steven Quinn

Wargaming America Support

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<https://na.wargaming.net/support/>

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Customer Service Center specialist replied to your ticket.