



## Message From Customer Service

Hello [REDACTED],

This is Joey, the agent that talked to you earlier. I apologize for the inconvenience,

I already process a refund for your item 5x9-Channel BNC Video Mixer PIP Video Processor for the amount of \$1000.50 . The amount will be back on your Original Payment Method within 7-10 business days.

Rest assured, we are here to take care of issues you encounter and we always endeavor to provide the best service to our valued customers and aim to ensure that the issue is resolved to the fullest satisfaction.

We look forward to seeing you again soon.

We'd appreciate your feedback. Please use the buttons below to vote about your experience today.

Best regards,  
joeyp

**Amazon.com**

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**Thank you for your inquiry. Did I solve your problem?**

Your feedback is helping us build Earth's Most Customer-Centric Company.

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