



New and Improved Support Center and Refund Process

November 24th, 2021

Happy Thanksgiving Week, we're grateful for you and have some important updates and improvements to share with you. Over the last 60 days, CalChip Connect has tripled our customer support staff and invested in new automation tools to improve our ability to process requests, including refunds, more promptly. CalChip is committed to fulfilling all RAK miner orders, offering customers an alternative miner option, or refunding the purchase.

We have just released our improved customer support center at: [Support.calchipconnect.com](https://support.calchipconnect.com)

In order to better manage customer support requests, we are moving to an updated ticketing-based system. Customers can enter support tickets here: [CalChip Connect Support Ticket](#)

Our team will continue to work through the backlog of previously submitted tickets, however many customer issues will be more quickly resolved if they submit a new ticket using the proper request forms: [CalChip Connect Support Ticket](#)

These new forms support more automated processing and will greatly reduce the response time for refunds, invoices, and order updates. All support tickets except for refunds on RAK miners should use this system.

Important - [Special process for RAK miner pre-order refund requests](#):

Stay tuned for good news on newly confirmed RAK shipment updates soon. However, if you want to request a refund for your RAK Miner pre-order you MUST use this special form:
RAK miner pre-order refund request - special form.

We know this is an inconvenience and understand that you may have already supplied similar information, but this will help us streamline our process and get you your refund in the quickest feasible way. We thank you in advance for your patience and cooperation.

Notes:

Customers who submitted a "general refund request form" or requested a refund via support@ or orders@ emails must resubmit a request with full KYC (know your customer) information.

For CalChip to rapidly process refund requests for unfulfilled RAK Miner pre-orders, CalChip must have proof of identity and the original purchase, which requires a more comprehensive request form. If you have already submitted a form that required you to scan and upload the needed documentation, then no further action is needed - many of these were processed yesterday, 11/23/21. Processed refunds may take up to 1 - 4 days to post to your account. We again apologize for the inconvenience and thank you for your cooperation.



*Each state, agency, company, or educational institution may establish its own rules for what qualifies as legal identification, but generally, government-issued documents bearing the ID holder's full name, date of birth and photo qualify as legal forms of identification and are necessary means of identity verification. We need proof that you are who you say you are before we issue funds back. If you prefer not to send a photo of your ID, you can send us proof of a bank statement with your full name, billing address, along with proof of the CalChip transaction. Without either of these two identification pieces, we cannot move forward with your refund.

With respect and appreciation,

CalChip Connect | calchipconnect.com