

From: **iTunes Store** <[iTunesStoreSupport@apple.com](mailto:iTunesStoreSupport@apple.com)>  
Date: Wed, Aug 21, 2013 at 2:01 PM  
Subject: Re: EL : (en\_US) Purchases, Billing & Redemption; Follow-up: 285435976  
To: [jeremyaarontor@gmail.com](mailto:jeremyaarontor@gmail.com), [profetor@gmail.com](mailto:profetor@gmail.com)

Dear Jeremy,

Mark here again. I can understand your frustration. However, as mentioned iTunes does not decided how to deliver these seasons, or to split up a season.

The studio decides how to have their content delivered.

However, After reviewing the circumstances of your case, we determined that issuing you a refund for your unintentional purchase of "Buried" is an appropriate exception to the iTunes store Terms and Conditions, which state that all sales are final. In seven to ten business days, a credit of 2.99 should be posted to the credit card that appears on the receipt for that purchase.

This is a one time exception and if you would like to receive the remaining episodes you will need to purchase them.

Thank you for being an important part of the Apple family.

Sincerely,

Mark  
iTunes Store Support  
<http://www.apple.com/support/itunes/ww/>

I meant to link this article, which expresses the same outrage I am feeling:

<http://www.smh.com.au/entertainment/tv-and-radio/breaking-bad-fans-repulsed-by-rotten-apple-deal-20130815-2rxx5.html>

On Wed, Aug 21, 2013 at 11:17 AM, iTunes Store <[iTunesStoreSupport@apple.com](mailto:iTunesStoreSupport@apple.com)>  
> wrote:

> Dear Jeremy,

>

> Thanks for contacting iTunes Store support to let me know you need some  
> help. I understand that you have purchased a season pass of season 5 of  
> "Breaking Bad" and would like to be able to receive the remaining episodes.  
> I can imagine you must be concerned. My name is Mark and I would be happy  
> to provide some information today.

>

> The latest episodes are not part of season five, but rather a separate  
> season, as AMC as labeled it, "The Final Season".

>  
> The iTunes store provides the content as it is provided to us by the  
> studio. As the studio has decided to deliver the remaining episodes as part  
> of a different package, we cannot provide this to you free of charge. If  
> you would like to have access to these episodes, you will need to purchase  
> them.  
>  
> I would recommend contacting the studio to express any comments you have  
> about how they have decided to release the remaining episodes.  
>  
> Thank you for your understanding.  
>  
> Sincerely,  
>  
> Mark  
> iTunes Store Support  
> <http://www.apple.com/support/itunes/ww/>  
>  
> First Name : Jeremy  
> Last Name : Tor  
> Email : [Profetor@gmail.com](mailto:Profetor@gmail.com)  
> Lang\_Country : en\_US  
> Product : iTunes Store  
> Support Subject : Purchases, Billing & Redemption  
> Sub Issue : Refund  
> GCRM Case ID : 495423302  
> See additional info below  
> Choose the iTunes Store or App Store for your country: United States  
> Item title: Breaking Bad  
> Order number:  
> Details:  
> I am requesting a refund for the Breaking Bad episode I purchased on  
> August 19. This episode was included in the Season 5 pass I previously  
> bought. But for some reason this was unavailable yesterday. I am therefore  
> requesting a refund of the \$2.99 that I needlessly spent on the episode. I  
> also want to ensure the remaining episodes of Breaking Bad Season 5 will be  
> available to me.