

Gamer Pack Money Back Claim Instruction

Money-back claim procedure:

1. Login Gamer Pack Website and fill in the form at “Technical Feedback”. Choose “Request for Money-back” when selecting the feedback category.
2. Submit the completed form together with the latency documentary proof. The proof need to meet the below criteria:
 - a. With the use of your computing equipment, capture a screenshot with latency reading every 60 minutes within at least 2 consecutive hours;
 - b. Must include the latency reading at the start and the end of the period (At least 2 hours interval between start and end point);
 - c. Submit any 2 of the suggested latency documentary proof; and
 - d. Date and time must be clearly shown in the screenshot.

Suggested Latency Documentary Proof:

1. Latency reading shown in Gamer Pack Website Latency Monitoring Chart



2. Latency reading shown in game
3. Latency reading by Ping and / or traceroute command (For Windows user only)

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命令提示字元
Microsoft Windows [版本 6.3.9600]
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C:\Users\Product>pathping 8.8.8.8

在上限 30 個跳躍站上
追蹤 google-public-dns-a.google.com [8.8.8.8] 的路由:
 0 Ringo4455 [203.218.249.240]
 1 ni19237145254.netvigator.com [119.237.145.254]
 2 10.193.233.22
 3 wtsc3a830.netvigator.com [218.102.40.30]
 4 63-216-176-41.static.pccwglobal.net [63.216.176.41]
 5 72.14.197.48
 6 108.170.241.6
 7 216.239.40.13
 8 216.239.47.157
 9 209.85.243.218
10 *
計算統計資料已經過 225 秒。
源自 此節始連結
跳躍站 RTT 已遺失/已傳送 = Pct 已遺失/已傳送 = Pct 位址
 0 Ringo4455 [203.218.249.240]
 1 1ms 0/ 100 = 0% 0/ 100 = 0% ni19237145254.netvigator.com [119.
237.145.254]
 2 --- 100/ 100 =100% 100/ 100 =100% 10.193.233.22
 3 2ms 0/ 100 = 0% 0/ 100 = 0% wtsc3a830.netvigator.com [218.102.
40.30]
 4 2ms 0/ 100 = 0% 0/ 100 = 0% 63-216-176-41.static.pccwglobal.net
[63.216.176.41]
 5 2ms 0/ 100 = 0% 0/ 100 = 0% 72.14.197.48
 6 4ms 0/ 100 = 0% 0/ 100 = 0% 108.170.241.6
 7 3ms 0/ 100 = 0% 0/ 100 = 0% 216.239.40.13
 8 --- 100/ 100 =100% 0/ 100 = 0% 216.239.47.157
 9 --- 100/ 100 =100% 0/ 100 = 0% 209.85.243.218

追蹤完成。
C:\Users\Product>

```

Example:

Assume you had experienced high latency at 2:00PM; you are required to capture latency reading shown in Gamer Pack website latency monitoring chart and shown in game at 2:00PM, 3:00PM and 4:00PM (3 readings and 6 screen-caps in total).

If all the captured readings are higher than the slower end of the guaranteed latency benchmark, you can be entitled to claim double daily service fee back.

Note:

1. You are required to complete and submit to us via the Gamer Pack Website a designated claim form within seven (7) Business Days from the date when your captured Round-trip Latency was measured; and
2. Please confirm that your computing equipment meets the system requirements of Gamer Pack before submitting the form.