

rma90@tutamail.com

rma90@tutamail.com

to: helpdesk@tutao.de ▼

🔒 Thu, 8 Oct 2026 • 15:47

2 attachments (5.7 kB) ▼

Support Request (Legend) - Rating

DEDUPE OPTION URGENTLY

Client: Browser

Type: PAID

Tutanota version: 361.260929.0

Timestamp (UTC): Thu, 08 Oct 2026 14:47:14 GMT

Time zone: Europe/London

User agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/155.0.0.0

Safari/537.36

Customer ID: Om-0EXL--7-9

Tuta Team Tuta Support

Tuta Support <helpdesk@tutao.de>

to: rma90@tutamail.com ▼

🔒 📧 Fri, 9 Oct 2026 • 07:57

Re: Support Request (Legend) - Rating

Hello,

Thank you for your email. Can you please elaborate? How can we assist you?

Best regards,

Alex

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Thank you for choosing Tuta to secure your mailbox.

Please consider supporting our mission of privacy and security with rating our services on:

[App Store](#)

[Google Play](#)

Thank you! ❤️

Stay tuned for upcoming features:

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- [Bluesky](#)
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8. Okt. 2026, 16:47 von rma90@tutamail.com:

...

rma90@tutamail.com

rma90@tutamail.com
to: helpdesk@tutao.de ▼

  Fri, 9 Oct 2026 • 09:28

13 attachments (2.5 MB) ▼

Re: Support Request (Legend) - Rating

I noticed my legend plan had expired and it wouldn't give me any option but to downgrade to the lower plan ie i couldn't renew legend only

Upon selecting revolution I got the invoice price for that

Then I selected legend that charged me the full price of it ie NOT with revolutions price as part of the price of legend

So I then reselected revolution which THEN CHARGED AGAIN FOR IT

Now I was following claudes advice (AI) I HAVE ADHD and I'm under a severe amount of stress and overwhelming circumstances with no help or support whatsoever no friends no family no charities no organisations

(Not your problem I know i say as its merely an explanation as I try to take some of load off by letting claude do stuff but it keeps messing up in 1 form or another not searching or doing stuff properly despite specific instructions on what to do and what not to do)

I'd like to keep legend plan but I haven't got capacity for a back and forth thing between yourselves on top of everything else. I feel like I'm unravelling if I'm honest and I just want the difference refunded for the 2 charges of revolution

Now if I need to reselect legend let me know if its a bit of a hassle however just keep revolution and refund the other charges please.

Regarding a previous matter raised I tried to import a few times both from previous tuta exports swell as Google mbox thing but as I have explained I'm unable to focus properly so I've now ended up with various duplicates some partial or mislabeled as drafts or appear as if sent from me despite the fact I recieved them ALSO the sent vs recieved stuff I at 1 point moved everything to inbox and the inbox rules don't appear to do this accurately but i may not be doing this correctly

I am under legal conditions where I can not delete emails but deleting the dupes ie duplicates would be fine but that means manually going through verifying triple checking each one and there's more than one duplicate partial or otherwise for a very large number of them

I also asked regarding tuta drive if there was any rough timescale before release as googles drive is doing my head in it doesnt seem to like or accept many files all at once regardless of upload or download

I've attached several screenshots of what I was sending claude at various stages swell as taken after your email (although another has just come through from you just now) i also sent proof of the fact I've been charged the lot

Now I'm quite tech savvy to a point but I have no idea what I'm doing with scripts and commands and stuff so that stuff is mostly gibberish to me

If as well as the refund you CAN help in some way tidy my emails up and if it involves me doing anything then feel free to call or video call me on 07388319360 via WhatsApp or offer an alternative method

I'm aware your service says you can't see or access users accounts in that way but based on logic to me i figure there must be some sort of way you could but likely involves one of us handing reins over to the other which tbh if it gets fixed is fine

APOLOGIES FOR THE LENGTH

Rocky Mark Alberone

9 Oct 2026, 07:57 by helpdesk@tutao.de:

| ...