

## Forum: [Hack Forums](#)

Thread: [/CLOSED.](#)

**bad** - December 23, 2017, 1:45 pm

/Closed.

Dont need this thread anymore.  
Sorry for wasting forum resources.

**Canada** - December 24, 2017, 2:18 am

This seems to be what you're looking for -

<https://forum.hitbtc.com/discussion/655/appeal-to-hitbtc-please-put-in-a-cross-chain-recovery-policy-and-charge-for-it-but-return-coins>

Seems like hitting them up on Twitter may be best option.

**Exchange.Service** - December 24, 2017, 4:34 am

I got a response from their support after 3 months (for every ticket I sent when I used their service) and every ticket started with a

"We haven't managed to reply to your ticket # xxxx in an appropriate time. Can't tell you how sorry we are. That is not the kind of experience we are designed to provide.""

They treat their customers like a joke so I wouldn't expect any more from their support.

**bad** - December 24, 2017, 10:11 am

(Dec 24, 2017 03:18 AM)Canada Wrote: [\[CITE\]](#) This seems to be what you're looking for -

<https://forum.hitbtc.com/discussion/655/appeal-to-hitbtc-please-put-in-a-cross-chain-recovery-policy-and-charge-for-it-but-return-coins>

Seems like hitting them up on Twitter may be best option.

Yeah I am continually trying to contact them via hitbtc support forum and twitter.

(Dec 24, 2017 05:34 AM)vapefag Wrote: [\[CITE\]](#) I got a response from their support after 3 months (for every ticket I sent when I used their service) and every ticket started with a

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They treat their customers like a joke so I wouldn't expect any more from their support.

Sadly yeah thats what they are doing.

AS I have big amount involved I will have to get it anyhow.