

Forum: [Hack Forums](#)

Thread: [arkan32 has Disputed a Contract with DarkVision \(4456683 \)](#)

arkan32 - December 26, 2025, 3:14 am

Contract Link: <https://hackforums.net/contracts.php?action=view&cid=408021>

Disputed Member: <https://hackforums.net/member.php?action=profile&uid=4456683>

After the purchase, I had a problem with the setup
I called Pashtiani but got no response and he ignored me
Yes, I do not have professional level knowledge and I definitely need guidance from the manufacturer
But I never received a reply after purchase
Now I just want to cancel the purchase and get my money back.
No support
No training
And not any tools
So just cancel this one-sided and worthless sale

CL1B - December 26, 2025, 4:44 am

Are you serious?

The terms say: You are required to have a basic technical experience with remote administration software.

You literally wrote in the contract: "I have read and agree with the mutual terms"

You agreed to the terms of service, did you even read them?

Yet you're here saying "Yes, I do not have professional level knowledge and I definitely need guidance from the manufacturer"

And the worst of all: DarkVision is one of the finest vendors on HF. In the thread for DV there is 83 pages of replies which should've given you PLENTY of insights and context as to how the buying process works.

But no, you decide to once again break TOS by replying into the thread with:

Spoiler ([Click to View](#))

"Am I a customer or not???"

So I can give a fair review

The best tool in the world is worthless without support and initial training for customers
Here we are facing a tool even lower than njrat
Extremely poor support after purchasing the tool
Yes, they are good before purchasing but after purchasing everything is different
In my opinion, it is a waste of money.
I am ready to delete the license and get my money back
Disappointed and broken from a very bad purchase.
There is a lot of criticism, but more is not needed"

by [arkan32](#) in <https://hackforums.net/showthread.php?tid=6227378&page=83>

You must be a [censored] [arkan32](#) .. Training?! What do you think this is?!

This dispute will be marked as invalid and I hope they ban you from HF so vendors won't be bothered by your absurd lack of intellect.

[DarkVision](#) I suggest you stand tall on your TOS and not deliver to people who blatantly break them.

[Omniscient](#) Tagging for review

Binance - December 26, 2025, 5:45 am

Imagine buying a RAT and wanting to be hand-held into functional purpose for malicious use.

Imao.

Figure it out, and if it doesn't work; ask for specific support. If it doesn't work after support, then you have a problem.

Buying a cheap RAT isn't a mentorship.

I personally don't like DV or its' vendor; but the tool does work as advertised.

arkan32 - December 26, 2025, 8:50 am

(Dec 26, 2025 05:44 AM)MarlboroMan Wrote: [\[CITE\]](#) Are you serious?

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Just a question?
Why did he respond in less than 1 hour before the purchase
But after the purchase he doesn't respond to any private messages for more than 3 days
What would you do if you had a problem in my place????

CL1B - December 26, 2025, 8:59 am
(Dec 26, 2025 09:50 AM)arkan32 Wrote: [\[CITE\]](#) =====

Just a question?
Why did he respond in less than 1 hour before the purchase
But after the purchase he doesn't respond to any private messages for more than 3 days
What would you do if you had a problem in my place????
You need to follow buying instructions and be patient.

Go read trough the thread's comments. There have many people before you who are impatient and think spamming the thread with "I paid but no response", which at this point is just spamming IMO.

Omniscient - December 26, 2025, 9:18 am
[DarkVision](#) you need to respond to this. Also sending him a PM.

DarkVision - December 26, 2025, 11:59 am
I have faced some health issues recently, which makes a situation like this extra stressful. However, here is my short response to this dispute.

In my defense, a fully functioning software was delivered to the customer within 24 hours after payment was confirmed on the blockchain.

While I am saddened to learn that the customer is disappointed, I cannot offer a refund, partly because I also have bills to pay and partly because, if a refund is demanded, what purpose does the contract serve when the agreed-upon terms clearly state that no refund can be offered for lifetime access to updates?

This situation would transform the license-based model into trial software, allowing customers to request their money back in exchange for a disabled license whenever it suits them.

However, here comes the strange part, which I believe is both more important and highlights the

unfair aspect of his claims:

Despite the customer's claim of experiencing "bad support", not a single support request has originated from the email he provided, nor has any message with his activation key been included in any support requests. I have personally checked both the related inbox and spam folder multiple times without finding any support requests from the customer.

So how can he claim to have experienced "bad support" when no messages have been exchanged?

The customer also mentions, "I called Pashtiani", but I do not understand what that means.

The customer has received a product that works well and as advertised, and I must emphasize that I have fulfilled my obligations toward him in accordance with our agreement.

I consider this to be an unfair dispute. The customer still has a lifetime license to the software, which is undergoing constant improvements, as indicated by my announcement posts in the sales thread.

This was my initial response.

Best regards.

arkan32 - December 26, 2025, 12:38 pm

With respect to DarkVision

First, my native language is not English and it is a bit difficult to convey everything correctly

Next, I sent you a private message on HF

By contact, I mean the same private message on the HF forum

I started the contract on the HF forum and I will definitely seek help from the forum for any dispute.

My goal in creating a dispute request is definitely to only follow up on issues related to the purchased tool privately and without spamming the HF forum

Unfortunately, you did not respond to my private messages on HF after selling the tool.

Here I am saying that my understanding of your terms and conditions of sale was wrong and given my official language, which is not English and only Arabic, caused this dispute.

Unfortunately, I still have problems with the tool that I would like to resolve privately on HF if you respond.

Final decision with HF senior management

Lucian - January 20, 2026, 8:59 pm

He is a novice, don't mind him. He want to use one stone kill 2 bird. He paid to buy software not for you to teach him how to use a rat software

0xKATS - January 21, 2026, 3:24 pm

(Jan 20, 2026 09:59 PM)Lucian Wrote: [CITE](#) He is a novice, don't mind him. He want to use one stone kill 2 bird. He paid to buy software not for you to teach him how to use a rat software
Does it make sense to sell a software and not teach your customers how to use it? I doubt it does.

Lucian - January 25, 2026, 11:47 am

Guy this is a illegal software

How can you want to buy a illegal software and don't know how to use it

Just a simple rat setup you no know how to setup

Not that the file did not do it job or did not open or he did not deliver

Let's talk something serious please

Darkvision please reply your mail cause I'll like to make my own purchase

0xKATS - January 25, 2026, 1:22 pm

(Jan 25, 2026 12:47 PM)Lucian Wrote: [\[CITE\]](#) Guy this is a illegal software

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Let's talk something serious please

Darkvision please reply your mail cause I'll like to make my own purchase

Then making the tool in the first place is not worth it.

CutePenguin - January 25, 2026, 4:49 pm

I understand both sides of the argument but sadly a refund is not warranted from what I am reading. Contract/terms were agreed to, even if there is a language barrier. Above all, agreement was for a working software and that is exactly what was delivered.

While I can see why the vendor ideally should provide support but doing so may open them to liabilities. Which is why other mentorship/training services exist. YouTube and Google exist. This community exists to ask questions to navigate such affairs.

For that reason software related support is reasonable but support for the managed services is a whole different sector.

I wish you both the best in this!

Lucian - January 30, 2026, 10:33 am

User@HF: thank you for your understanding

You know and understand what I mean

He should go look for himself who will teach him how to setup RAT software

Don't be surprised when he will ask darkvision rat "how do I spread it"