

# Eshop stole my money

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[NILORD](#) 4 posts since

Oct 15, 2013

I got a prepaid visa and i tried to buy Assassin Creed 3 though the eshop. After i followed all the steps a message appers that i cant use my visa card, the game didn't download but the money in my Visa card disappeared.

I didn't see any way to contact nintendo support though internet so here i am posting here. I hope anyone could help me cuz i want the game or my money back.

Tags: wii, u



[\\_TANIS\\_](#) 1,738 posts since

Apr 24, 2010 1. **Re: Eshop stole my money** Oct 15, 2013 8:20 PM

What you are seeing on your credit card is called a hold charge. This charge is placed on your card to ensure that you have the necessary funds to complete a transaction. If the transaction fails for any reason (e.g. due to an incorrect zip code or a network failure), the hold charge is immediately reversed. However, banks often take up to 3 days to completely process the reversal.

If the charges have not been reversed within 3 days, you can call Nintendo at 1-800-255-3700 and ask them to reverse the charge, or call your card issuer to dispute the charge.



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Oct 15, 2013 2. **Re: Eshop stole my money** Oct 15, 2013 8:50 PM

ok i'll wait those 3 days cuz the transaction was done today. Im going to call the bank tomorrow in order to know if the transaction was cancelled.



[NILORD](#) 4 posts since

Oct 15, 2013 3. **Re: Eshop stole my money** Oct 16, 2013 9:01 AM

Eshop stole my money

Hi!

I talked with the bank today and they said I have to wait 30 days to receive my money. The only way to receive the money sooner is if the commerce give me a letter (can be a digital one in my email) asking to reverse the charge.

**I'd like to know if exists some kind of way to contact nintendo though email to ask about this letter.**

Hope anyone can help me!



[\\_TANIS\\_](#) 1,738 posts since

Apr 24, 2010 4. **Re: Eshop stole my money** Oct 16, 2013 10:04 AM

You can fill out [this webform](#) to get support via email.



[NILORD](#) 4 posts since

Oct 15, 2013 5. **Re: Eshop stole my money** Oct 16, 2013 4:01 PM

Thanks i contact nintendo though that web form and they answer me back. They will make a letter to the bank and send it via Fax.

Nintendo support was fast, and im glad with it until now. I'll post how this story ends and how long it took 😊



[RSURF](#) 2 posts since

Oct 15, 2013 6. **Re: Eshop stole my money** Oct 15, 2013 8:36 PM

It happened with me too ! I got the error screen after transaction and in the credit card was the debit. ERROR CODE 055-6511 for more information please contact your credit-card provider.... so i called to creditcard and the credit card said that was done this transaction. Twice. Anybody can help ?

Eshop stole my money



[KYOHEI222](#) 3 posts since

Apr 4, 2014 7. **Re: Eshop stole my money** Apr 4, 2014 2:39 AM

I try to purchase the pokebank pass.... I have credit balance in my card I enter it 5 times always rejecting saying can't use the card and give a error code but in my credit card bill all 5 times they had took money but no pass..... are they scammers? 3ds eshop



[JIMMY\\_CR7](#) 1 posts since

Aug 11, 2014 8. **Re: Eshop stole my money** Aug 11, 2014 4:58 AM

I have the same problem and the worst part i cant contact them!!! can anybody help me please