

FineTech Investigation Report

Aris Scamming Incident

Date: 15/10/2024

Reported by: matikatik_, Owner of FineTech

Reported user: 958362942213066794

Reported Server: arisproduction.store

Reported GuildId: 1146859006711824414

The investigation was conducted by "FineTech", we are implementing a blacklist to protect our company from further association.

Introduction

The following is a report by FineTech, detailing the case investigated: Accused Aris didn't send the correct file, even after multiple requests, nor refund was given.

The following report summarises what occurred around the incident, evidence presented, and conclusions from the information provided.

Overview of the Incident

He sold resell permissions for **ARC 99 Roleplay Map** to MatikAtik on 15th July 2024 for 24.99€ EUR (\$27.20 USD) via PayPal. The correct file was not provided, there was only a wrong file provided, even after requesting,

1. The right file
2. Refund of the resell
3. Changing the resell to the file that was sent

All of those options were given to Aris by MatikAtik, he responded once, then there was no response from him and then after ~3 days the ticket was deleted, without any notice or message.

Timeline of Events

July 14, 2024: The purchase of the Resell permissions for **ARC 99 Roleplay Map** for 24.99€ and then the sending of the wrong file

Date, Unknown: The infinite waiting for a response, after few days of receiving the file, there was a response saying something he will look for the file or something like this (there is no screenshot of this, as the ticket was DELETED NOT CLOSED meaning, I haven't received transcript)

August 3, 2024: Opening a new ticket, the day after was a response

August 4, 2024: Asking how he can help and then next response on 7th

August 7, 2024: No further communication from Aris' side for a few weeks.

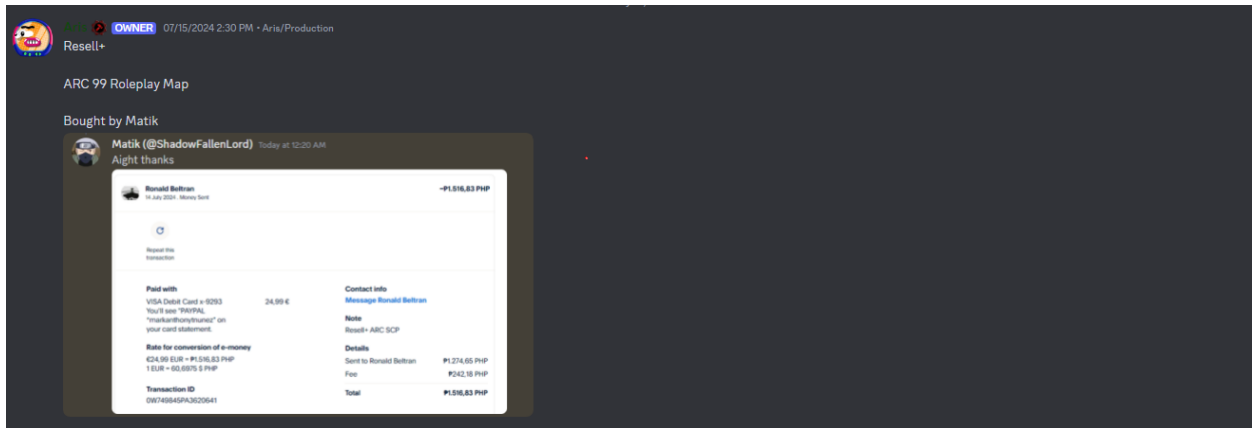
September 3, 2024: Last response and almost immediate closure of ticket.

Guilty Admission

N/A - There were multiple tickets closed right after opening them, or deleted without any communication between Aris and MatikAtik.

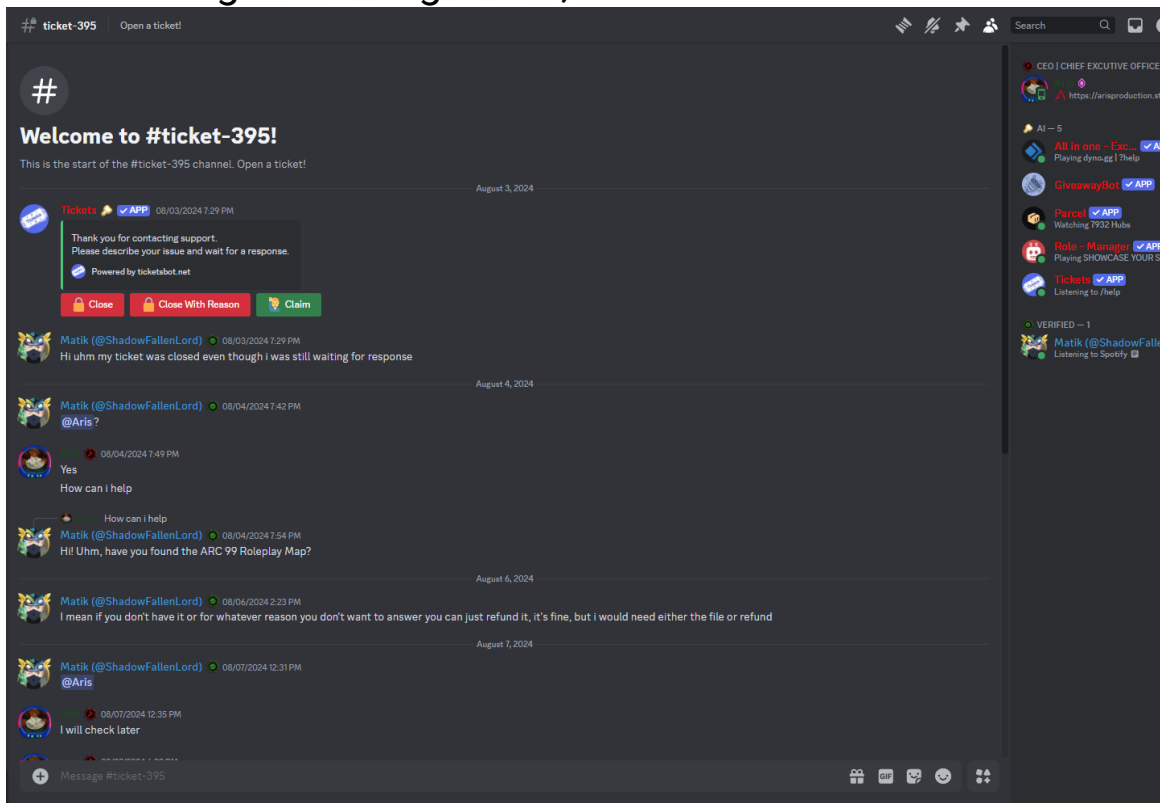
Evidence Provided

Proof of purchase: July 15, 2024

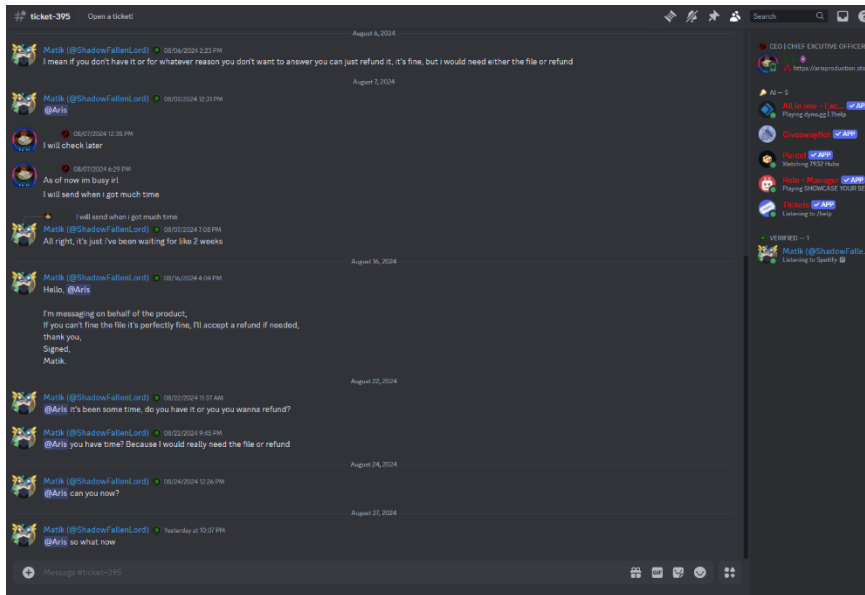


Screenshot of the proof of Resell licence and Purchase.

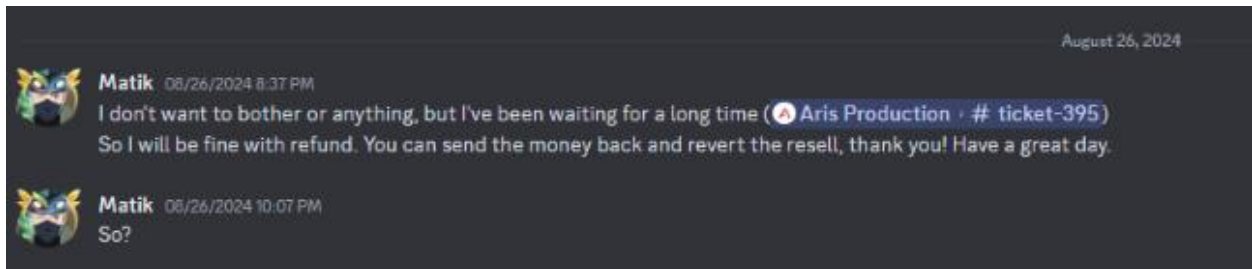
Tickets: August 6 - August 25, 2024



I. Screenshot of reminding him of the failure to send the correct file, and closing the ticket, even though the ticket was never resolved.



I. Screenshot of reminding him of the failure to send the correct file, and closing the ticket, even though the ticket was never resolved.



Screenshot from DMs with Aris.

Closing the ticket without reason: September 6 - September 9, 2024

Welcome to #ticket-498!

This is the start of the #ticket-498 channel.



Tickets BOT Fri, 06 Sep 2024 11:03:56 GMT

Thank you for contacting support.
Please describe your issue and wait for a response.

Powered by ticketsbot.net



matikatik_ Fri, 06 Sep 2024 11:04:15 GMT

avat?

I'd like to request refund or the file



matikatik_ Sat, 07 Sep 2024 15:13:37 GMT

avat?

@aris.0017 or you can just switch to the one you've sent me, but you would need to send the file again and we'll be fine, fair enough?



aris.0017 Sun, 08 Sep 2024 18:57:14 GMT

avat?

Okay sure



matikatik_ Sun, 08 Sep 2024 19:15:31 GMT

avat?

Great, glad to hear that.



Tickets BOT Mon, 09 Sep 2024 22:49:42 GMT

aris.0017

Close Confirmation

Please confirm that you want to close this ticket

Powered by ticketsbot.net

Here you can see that he acknowledged that he was in the wrong, but closed the ticket anyway.

Proof of Admission of Guilt

There isn't a specific chat or message saying "I'm a scammer", but there is more than enough evidence of the wrong-doing of Aris in the screenshots, as you could see he probably never intends to take any of the 3 options that were given to him while trying to resolve the problem.

Conclusion

Based on the investigation, Aris failed to fulfil his obligation to provide the correct ARC 99 Roleplay Map or issue a refund after the purchase on July 15, 2024. Despite multiple attempts to resolve the issues, Aris showed inconsistent communication, delayed responses, and ultimately deleted or closed tickets without a) resolving them b) responding to them in any way. While there is no direct admission of guilt, the evidence strongly indicates Aris had no intention of addressing the situation properly, which can be considered fraudulent behaviour. FineTech has decided to blacklist Aris and "arisproduction.store" to prevent further association and protect its business integrity.

It's a clear breach of trust and integrity, coupled with an ethical violation.

Community Alert:

FineTech suggests that this be a community-wide warning against Aris' actions, since this would deter further would-be buyers from falling into a similar scam.

Attachments:

N/A

Prepared by,
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