

Apple to refund \$32.5m to parents whose kids made in-app purchases

Apple failed to inform parents that by entering a password they were approving a single in-app purchase and also 15 minutes of additional unlimited purchases their children could make without further consent.

Apple received at "least tens of thousands of complaints" about unauthorised in-app purchases by children.

One woman said her daughter had spent \$2600 in one app.

Apple had finally to accept to refund parents. These refunds are a victory for consumers harmed by Apple's unfair billing, and a signal to the business community: whether you're doing business in the mobile arena or the mall down the street, fundamental consumer protections apply. You cannot charge consumers for purchases they did not authorize.

In addition, Apple will have to make sure customers have given express consent before they are charged for in-app purchases.

Apple spokesman said the company began setting out a process to refund customers last year.

"We wanted to reach every customer who might have been affected, so we sent emails to 28 million App Store customers - anyone who had made an in-app purchase in a game designed for kids.

Apple's App Store offers many games for children, a large number of which allow in-app purchases to be made. These purchases can include virtual items or currency, and typically allow faster progression in the game.

In-app purchases can range in cost - from 99 cents to just under \$100.