Steam Support Refusals & Canned Responses Archive — The Steam Dossier

Source: https://phishdestroy.io/steam_dossier/support_canned_refusals
CC0 1.0 Universal · 2026-09-30

Dieses Material ist auf Englisch verfügbar. Zurück zum Dossier · Deutsch ↗
WHAT THIS SECTION PROVES
This repository documents 137 preserved primary screenshots and 1,505 audited victim appeals detailing Valve's automated support ticket handling. It proves that when accounts are compromised via OpenID redirection or unauthorized API key generation, Steam Support systematically employs standardized canned refusals without technical investigation. By categorically declining item restorations or audit trail disclosures, the platform shifts full liability for structural authentication flaws onto compromised account holders.

All screenshots are preserved third-party captures. Copyright and content remain with their respective authors and platforms (Reddit users, Steam Community authors, Trustpilot reviewers, X and YouTube posters). They are reproduced for identification and public-interest reporting only; no ownership is claimed. Each exhibit links to its primary source.

Figures reported on the source page

Measure	Reported value	Scope
Documented Records	1505	Verified victim appeals and ticket threads
Preserved Screenshots	137	High-resolution ticket captures stored locally
Restoration Rate	0.0%	Reversals granted in API-key trade hijackings
Template Duplication	100%	Verbatim script reuse across staff (Ilya, Roger, Maverick)

Forensic Evidence: The Three Core Pillars of Support Refusal

PILLAR 01 · ADMISSION Exhibit R-014

The Roger Admission: API MitM Confirmed

In ticket response #1cp582i, Steam Support staff "Roger" admits in writing that attackers cancel legitimate trades via API and swap them with clone bots in milliseconds, but refuses to restore items and tells the victim to seek a "local PC technician".

Inspect Written Admission ↗
PILLAR 02 · ESCALATION Exhibit R-012

7-Day Trade Hold Inaction

A victim provided SteamID64 of the hacker's accounts during the 7-day trade hold window. Support staff "Artem" and "Ilya" refused to freeze the stolen items, citing virtual item scarcity, and closed the ticket with an automated template.

Inspect Multi-Staff Transcript ↗

PILLAR 03 · POLICY Exhibit R-002

Market Scarcity Over Property Rights

Valve's official Item Restoration Policy explicitly states that items are not returned because restoring them would "reduce scarcity and inflate the economy, lowering the value of items on the Community Market".

Inspect Policy Screenshot ↗
Historical Genesis · 22 March 2018 to 2026
Exhibit H-003 · 8-Year Unpatched Attack Surface

The Earliest Recorded Trade Substitution (22 March 2018)

Exactly one week before Valve imposed its controversial 7-day trade cooldown on Counter-Strike items, the trading community discovered the first live instances of the **Steam Web API Trade Redirection exploit**. Attackers hijacked web sessions to generate an unauthorized API key at `steamcommunity.com/dev/apikey` without mobile 2FA confirmation, enabling bots to cancel and swap trades in real time.

March 2018 PSA Warning: *"The scammers can automatically detect this trade offer and will decline it on your account, because they have your Steam API key. The scam bot will now send you a trade offer for the same skins... and you won't notice a difference!"*
Historical Evidence Trail
22 Mar 2018: First documented API swap
2019: Support standardizes "malware" deflection
2020: "Closing help request" script hardened
2022–2026: BitB & QR phishing automation
Open Original 2018 Reddit Thread ↗

Primary sources

137 gallery cards refer to 78 distinct primary URLs. Images and repeated exhibit captions are omitted from this reading edition.

Full visual archive and original captures