



Kyle Ritter <ritter26@gmail.com>

Order status

16 messages

Kyle Ritter <ritter26@gmail.com>
To: help@amplemeal.com

Mon, Jun 17, 2024 at 9:13 PM

Hello,

I just placed an order (transaction ID 5XL264087D607294A)

Is there an estimate on when I should expect to receive it? I saw the website mentioned late Q3 - is there a specific date?

Best regards,
Kyle Ritter

Ample Support <help@amplemeal.com>
Reply-To: Ample Support <help@amplemeal.com>
To: Kyle Ritter <ritter26@gmail.com>

Tue, Jun 18, 2024 at 12:56 PM

Hi Kyle,

Thanks for reaching out. We have shifted all our focus on establishing our facility, unfortunately, this is a big deal to implement and I deeply apologize for the long wait. We do have the right team and a supportive investor community so we don't see any roadblocks in the process.

We do expect that we will be able to ship out new Ample products by mid-September. I appreciate your patience with this.

Best,
Leo
Customer Care Support, Ample Foods
<https://www.amplemeal.com>
[Quoted text hidden]

Ample Support <help@amplemeal.com>
Reply-To: Ample Support <help@amplemeal.com>
To: Kyle Ritter <ritter26@gmail.com>

Wed, Jun 19, 2024 at 1:07 PM

Hi Kyle,

Ample is committed to give everyone the best customer service experience.

How would you rate the help Leo gave you?



We highly appreciate your feedback and time in taking up this survey. Thanks!

Kyle Ritter <ritter26@gmail.com>
To: Ample Support <help@amplemeal.com>

Tue, Sep 17, 2024 at 9:34 PM

Hi Leo,

Thank you for your response. What's the current estimate on the shipping date?

Regards,

Kyle

[Quoted text hidden]

Ample Support <help@amplemeal.com>
Reply-To: Ample Support <help@amplemeal.com>
To: Kyle Ritter <ritter26@gmail.com>

Wed, Sep 18, 2024 at 10:50 AM

Hi Kyle,

Thanks for checking in and I apologize for the extended delay. We are still working on getting our fulfillment set up. We do expect that we will be able to ship out new Ample products by Q4.

We do appreciate your patience and understanding of the situation. Hope you have a great rest of the week!

Best,
Leo
Customer Care Support, Ample Foods
<https://www.amplemeal.com>

On Wed, Sep 18, 2024, at 03:34 AM, Kyle Ritter <ritter26@gmail.com> wrote:

Hi Leo,

Thank you for your response. What's the current estimate on the shipping date?

[Quoted text hidden]

Kyle Ritter <ritter26@gmail.com>
To: Ample Support <help@amplemeal.com>

Mon, Sep 23, 2024 at 8:10 AM

Hi Leo,

Thanks for your quick response.

Could you please refund my order? 3+ months is too long for me to wait to fill the order. Please notify when the product is available and I'll be happy to re-order.

Thanks,
Kyle



Ample Foods
Jun 15 . Payment

-\$432.00

[Quoted text hidden]

Kyle Ritter <ritter26@gmail.com>
To: Ample Support <help@amplemeal.com>

Wed, Sep 25, 2024 at 8:51 AM

Hi Ample Support team,

Could you please send me a phone number where I can reach you? I couldn't find one on your website.

Best regards,
Kyle

[Quoted text hidden]

Ample Support <help@amplemeal.com>
Reply-To: Ample Support <help@amplemeal.com>
To: Kyle Ritter <ritter26@gmail.com>

Fri, Sep 27, 2024 at 5:07 PM

Hi Kyle,

Thanks for reaching back out and I apologize for the trouble this has caused you. I've just issued the refund to your order reimbursement of funds will be allocated back to the original form of payment used for purchase usually within 3 - 5 business days depending on your financial institution.

If there is anything else we can help with, please don't hesitate to contact us anytime. Hope you have a great day!

Best,
Leo
Customer Care Support, Ample Foods
<https://www.amplemeal.com>

On Wed, Sep 25, 2024, at 02:51 PM, Kyle Ritter <ritter26@gmail.com> wrote:
Hi Ample Support team,

Could you please send me a phone number where I can reach you? I couldn't find one on your website.

On Mon, Sep 23, 2024, at 02:10 PM, Kyle Ritter <ritter26@gmail.com> wrote:
Hi Leo,

Thanks for your quick response.

Could you please refund my order? 3+ months is too long for me to wait to fill the order. Please notify when the product is available and I'll be happy to re-order.



Ample Foods
Jun 15 . Payment

-\$432.00

[Quoted text hidden]

Kyle Ritter <ritter26@gmail.com>
To: Ample Support <help@amplemeal.com>

Sat, Sep 28, 2024 at 3:55 PM

Thanks, Leo! Much appreciated.
[Quoted text hidden]

Kyle Ritter <ritter26@gmail.com>
To: Ample Support <help@amplemeal.com>

Fri, Jan 3, 2025 at 10:32 PM

Hi Leo,

I recently checked the website to re-order, but I found that it's no longer active.

<https://www.amplemeal.com/products/low-carb-meal-shake-vanilla-bottle>

← SHOPIFY

Sorry, this store is currently unavailable.

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Check out Shopify Editions

With 100+ product updates, you can be more productive and creative, and powerful in commerce than you ever imagined. [Explore latest Editions](#)

Also, I double checked my Paypal account and I never received the \$432 refund that you issued 9/27/24 and said should be available 10/4/24. I did report a problem with PayPal, but I hope you are able to resolve it.

Case ID	Seller	Reason	Status	Due date	Amount
PP-R-CCL-556827363	Ample Foods	Item not received	Under review	-	\$432.00 USD

Best regards,
Kyle

[Quoted text hidden]

Ample Support <help@amplemeal.com>
Reply-To: Ample Support <help@amplemeal.com>
To: Kyle Ritter <ritter26@gmail.com>

Thu, Jan 9, 2025 at 12:34 PM

Hi Kyle,

Thanks for reaching out! We're currently in the process of streamlining and upgrading our website to enhance the customer experience. I apologize for any inconvenience this may have caused. Our website is back up and running.

Also, I am sorry you haven't received the refund yet. Allow me to follow up with our finance team regarding the status of your refund.

I truly appreciate your patience and understanding during this time.

Best,
Leo
Customer Care Support, Ample Foods
<https://www.amplemeal.com>

On Sat, Jan 04, 2025, at 05:32 AM, Kyle Ritter <ritter26@gmail.com> wrote:
Hi Leo,

I recently checked the website to re-order, but I found that it's no longer active.

<https://www.amplemeal.com/products/low-carb-meal-shake-vanilla-bottle>

← SHOPIFY

Sorry, this store is currently unavailable.

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Check out Shopify Editions

With 100+ product updates, you can be more productive and creative, and powerful in commerce than you ever imagined. [Explore latest Editions](#)

Also, I double checked my Paypal account and I never received the \$432 refund that you issued 9/27/24 and said should be available 10/4/24. I did report a problem with PayPal, but I hope you are able to resolve it.

Case ID	Seller	Reason	Status	Due date	Amount
PP-R-CCL-556827363	Ample Foods	Item not received	Under review	-	\$432.00 USD

Ample Support <help@amplemeal.com>
Reply-To: Ample Support <help@amplemeal.com>
To: Kyle Ritter <ritter26@gmail.com>

Fri, Jan 10, 2025 at 12:52 PM

[Quoted text hidden]

Kyle Ritter <ritter26@gmail.com>
To: Ample Support <help@amplemeal.com>

Sat, Jan 11, 2025 at 3:18 PM

Hi Leo,

Thanks for getting back to me. I am able to access the website now, but products are still only available through pre-order.

Thanks for your help checking on the refund. Please let me know when it should be available.

Thanks,
Kyle

[Quoted text hidden]

Ample Support <help@amplemeal.com>
Reply-To: Ample Support <help@amplemeal.com>
To: Kyle Ritter <ritter26@gmail.com>

Mon, Jan 13, 2025 at 9:56 PM

Hi Kyle,

Thanks for reaching back out and hope you're doing well. Due to unforeseen challenges in the facility, we have moved our expected shipping date to Q1.

I truly am sorry for the extended delay. We are working our best to get our facility up and running so we can send your Ample supply.

I appreciate your patience.

Best,
Leo
Customer Care Support, Ample Foods
<https://www.amplemeal.com>

On Sat, Jan 11, 2025, at 10:18 PM, Kyle Ritter <ritter26@gmail.com> wrote:

Hi Leo,

Thanks for getting back to me. I am able to access the website now, but products are still only available through pre-order.

Thanks for your help checking on the refund. Please let me know when it should be available.

[Quoted text hidden]

Kyle Ritter <ritter26@gmail.com>
To: Ample Support <help@amplemeal.com>

Sat, Jan 18, 2025 at 10:40 PM

Hi Leo,

No, please send me the refund you agreed to send in September. I don't want to wait any longer for the shipment.

Thanks,
Kyle
[Quoted text hidden]

Kyle Ritter <ritter26@gmail.com>
To: Ample Support <help@amplemeal.com>

Wed, Jan 22, 2025 at 10:52 PM

Hi Leo,

I understand that you may be busy, but please respond by the end of this week. Please provide the refund you promised and honor your word or provide someone else I can speak with directly.

I have enjoyed the Ample meal replacement that I've received in the past which is why I placed a larger order in June. I'm completely shocked by this poor customer service. Your company has taken \$432 from me and not provided any product for 6 months. You promised to provide a refund 3 months ago and never did.

If I don't hear back, I will file complaints with consumer protection agencies and share my experience on Social Media.

Thank you for your help,
Kyle
[Quoted text hidden]