


On Sunday, 8th of October Scott emailed to enquire where his delivery was after he mistakenly thought it was due for delivery that day. Email included with order confirmation featured here:

On Sun, 8 Oct 2023, 12:09 Keto Kitchen Lytham, <talktous@ketokitchenlytham.co.uk> wrote:

Hi Scott,
You ordered from our menu week commencing 16th of October, I have included a copy of your invoice for reference below.
We ask that orders are placed by Wednesdays at noon to ensure Sunday delivery.
Kind regards
Lucie

Keto Kitchen Lytham



Hi Scott,

Here is a copy of your invoice.

You are ordering from our 16th October menu.

Your parcel will ship dependant on what you have ordered:

Meal Plans

Your order will be delivered on **Sunday 15th October**.

If you are in a PR/FY postcode, your order will be delivered by our driver and you will receive a Whatsapp on Saturday with a delivery estimate for Sunday.

On 08/10/2023 12:25, Scott wrote:

Hi,

I didnt, I ordered from the menu from the 9th, that was what was shown on the website when I placed the order.

I checked it several times before placing the order, double checking on your website this is absolutely the case as menu for the 16th isn't what I ordered from as the double days are all wrong as they contain items I don't eat and would have asked for an alternative. I also ordered specifically for the 9th to accommodate the fact I'm travelling and staying with family this week during a work trip, which is why I ordered.

If you can't honour an order placed after 12 noon on a Wednesday it should not be available to purchase.

I placed an order for the 9th, you accepted it, if you couldn't honour it a vague reference on an invoice isn't acceptable notice.

Thanks,

Scott

On Sun, 8 Oct 2023, 13:07 Keto Kitchen Lytham, <talktous@ketokitchenlytham.co.uk> wrote:

Hi Scott,

Our orders close at noon on Wednesday every week. As soon as the meal plan orders close, they are made out of stock until we publish the new menus and update the menu dates and delivery dates on the website and emails that are generated. I can confirm that the menu was taken offline at 14.23pm on Wednesday with the new menu going live at 9.41pm on Wednesday. Your order was placed at 8.45am on Thursday when the new menu was live - perhaps if you were looking on our website previously, your browser was showing you a cached version. I personally made the changes to the website on Wednesday evening and double check it is live when publishing so other than the cache, I am clueless to why you were seeing old information - even so, the menu still would have said orders close at 12 noon Wednesday.

Unfortunately, we have to have a cutoff - this allows us time to collate the orders and order in produce to be delivered and prepped on Thursday, cooked and packaged Friday, sent on Saturday for delivery on Sunday therefore we cannot accept late orders - especially nearly 24 hours late as we cook to order.

The delivery date can always be found in the meal plan description below as well as on the menu's and email confirmations.

Please let me know what substitutions and days you want off the current menu (attached) or alternatively I can cancel the order and issue a refund.

Kind regards
James

On 08/10/2023 13:19, Scott wrote:

Hi,

I'm really not interested in excuses, just cancel the order.

Thanks,
Scott

On Sun, 8 Oct 2023, 20:52 Keto Kitchen Lytham, <talktous@ketokitchenlytham.co.uk> wrote:

Scott,

Thankfully we have no reason to make excuses, orders close on Wednesdays at noon to ensure Sunday delivery - this is clearly featured within the menu, on the website and on the meal plan description. You placed your order on Thursday 5th of October and received an email which also clearly stated the delivery date.

There is no need for rudeness, we are accommodating your request for cancellation due to the error you made.

Thanks,
Lucie

On 08/10/2023 21:42, Scott wrote:

Lucie,

This is deeply unprofessional as a response. I replied to you, requested a refund, and provided feedback that would allow you to correct your digital services.
I then got a long winded, unnecessary and defensive reply, which you have repeated. Short and impolite are not the same thing, I simply communicated to say I wasn't interested in the reason and to cancel the order.
I'm not sure what you are trying to achieve, but this isn't what good customer service looks like.

Thanks,
Scott