

Name: Antoinette Grace Sy

Question 1 -

Customer Ticket from Gorgias

I recently received an order of beef protein and Collagen which I have subscribed for, also in the order was the protein shaker, which unfortunately every time I use it, it leaks from around the seal of the lid.

Is it possible to get this rectified please?

Answer:

Hi there,,

Thank you for reaching out to us! We truly appreciate you bringing this to our attention. It's important to us that you have a smooth, hassle-free experience with your protein shaker, and I'm sorry to hear that it hasn't met your expectations. Let's get this sorted out so you can enjoy your shakes without any leaks!

Rest assured, I'm here to help! I'd love to get this sorted out for you as quickly as possible. Whether it's a replacement or a different solution, I'll make sure we find the best way forward.

Please let me know if you'd prefer a replacement shaker or if there's another way I can assist you. I'm committed to making this right for you!

Best regards,

APE Nutrition Support

Question 2 -

Customer Ticket from Gorgias

I just got a message about my order from DHL that they couldn't ship my package due to import restrictions. It is about commodity code 2106102090. They stated that they would contact you about the return. Could you please inform me how to proceed from here? Can I get a refund? My tracking number is xxxxx

Answer:

Hello Mr. Customer,,

Thank you for reaching out to us. I'm sorry to hear about the issue with your order and the import restrictions from DHL. I understand how disappointing it must be not to receive your package as expected.

I truly appreciate you providing the tracking number. I'll look into this right away and coordinate with DHL to understand the next steps regarding the return. Once the package is confirmed as being returned to us, I'll ensure that we process a refund for your order promptly.

I'll keep you updated throughout the process, but if you have any other questions or if there's anything else I can assist you with, please don't hesitate to let me know.

Thank you for your patience and understanding.

Best regards,

APE Nutrition Support

Question 3 -

Customer ticket from Gorgias

I think my beef organ jar wasn't sealed properly. Should I be concerned? Can you send me a new one.

Answer:

Hi Mr. Customer,

Thank you for reaching out to us! I appreciate you bringing this to our attention.

If the seal on your beef organ jar wasn't intact upon arrival, I completely understand your concern. Your safety and satisfaction are our top priorities, and I'd be more than happy to assist you with this.

I'll arrange to send you a replacement right away to ensure you have a fresh, properly sealed product. If you could share a photo of the jar and the seal, it would help us improve our quality control processes as well.

Please let me know if there's anything else I can do for you. I'm here to help!

Best regards,

APE Nutrition Support

Question 4 -

Customer ticket from Gorgias

Can you tell me what the nutritional info is of the Cacao Protein please ?

Answer:

Hello Mr. Customer,,

Thank you for reaching out! I'd be happy to provide you with the nutritional information for our Cacao Protein. Our product is called **Grass-Fed Beef Protein | Raw Cacao & Maple Sea Salt**.

Our grass-fed beef protein powder offers all the benefits of traditional protein powders—like muscle growth, strength gain, and fat loss—without the bloating and discomfort often caused by whey or plant-based options. It's highly bioavailable, meaning your body absorbs it easily, and it naturally contains collagen, gelatin, and a range of vitamins and minerals.

The raw cacao flavor is made with just **five simple ingredients**:

- **Grass-fed beef protein**
- **Organic maple sugar**
- **Raw cacao powder**
- **Madagascan vanilla**
- **Sea salt**

It's completely free from dairy, whey, soy, fillers, artificial sweeteners, and preservatives. The taste is a rich, dark chocolate (70-85% cocoa), and you can easily sweeten it up with honey or fruit.

Each 1kg bag provides **50 servings (20g each)** or **25 larger servings (40g each)**, with each serving offering **19.26 grams of complete protein** containing all **9 essential amino acids**.

If you'd like to explore more about the broader benefits of protein beyond muscle support, be sure to check out our blog!

Looking forward to assisting you further.

Best regards,

APE Nutrition Customer Support

Question 5 -

Customer ticket from Gorgias

My monthly subscription arrived last night. It is missing the bottle of MCT oil. The collagen and lions mane are there but no MCT oil. Please can you send it out to me. I thank you in advance and remain a very happy customer.

Answer:

Hi there,,

Thank you for reaching out to us! I'm so glad to hear you're enjoying your subscription, and I truly appreciate your continued support.

I'm sorry to hear that the MCT oil was missing from your recent delivery. I know how important it is to receive everything you've ordered, and I'm here to make it right!

I'll make sure the missing bottle of MCT oil is on its way to you right away, so you can keep enjoying all the great benefits of your products seamlessly. You'll receive a confirmation email with the tracking information as soon as it's on its way.

If there's anything else I can assist you with, please don't hesitate to let me know. I'm here to help!

Thank you again for being such a valued and happy customer—it truly means a lot to us!

Best regards,

I used chatgpt to help me with grammars and also tailored it with products based on what is visible on APE Nutrition website.