



Oluwatobi Ajala <tobi.israel25@gmail.com>

We're sorry about your delivery experience — we'll make this right

1 message

NovaNest Labs <issysr1@gmail.com>
To: tobi.israel25@gmail.com

Fri, Feb 13, 2026 at 2:24 AM

ChopItAll Customer Support

Good afternoon Mr. Ajala,

Thank you for reaching out, and please accept our sincere apologies for the delay, the meal arriving not hot enough, and the missing item in your order. This is not the standard we aim for at ChopItAll, and we understand how disappointing that experience would be.

We would like to investigate immediately and resolve this promptly. Kindly reply with the following details so we can trace the order and confirm the best remedy:

- 1) Order number (or a screenshot of your receipt/confirmation)
- 2) Delivery address and the phone number used for the order
- 3) The exact item that was missing
- 4) Approximate delivery time (and when you placed the order)

Once we have this, we will review the kitchen pack-out and dispatch log, and we will proceed with one of the following (based on your preference):

- A quick redelivery of the missing item, or
- A refund for the missing/wrong item (manager-approved; bank transfer refunds typically reflect within 3–5 working days), or
- Store credit for your next order.

Also, we are addressing the delay and temperature issue internally with our dispatch process to ensure customers are updated if a delay exceeds 15 minutes, and to prevent meals from going out lukewarm.

Thank you for bringing this to our attention. We value your patronage and would appreciate the chance to make this right.

Regards,

ChopItAll Customer Support

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