

Cancel Subscription

External

Inbox x

Truvani x



Funnel of the Week Team <info@funneloftheweek.com>

Wed, Dec 4, 3:12 PM (7 days ago)



to Support ▾

Hi there,

I'd like to cancel my Plant Based Protein Powder (Lemon Cookie) Monthly Subscription - it is associated with info@funneloftheweek.com

Please confirm when it is cancelled. Thank you!

Best,
Ian Nagy



Robert Customer Support

Wed, Dec 4, 3:13 PM (7 days ago)



to me ▾

Dear Ian,

I've received your request to cancel your Plant Based Protein Powder (Lemon Cookie) Monthly Subscription. Before I proceed with the cancellation, I'd like to offer you some alternatives that might suit your needs. You have the option to pause or skip your next order instead. This way, you can maintain your subscription at the current lower price, which is guaranteed not to increase as long as your subscription remains active.

If you're interested in pausing or skipping your next order, please let me know. If you still wish to cancel, I will proceed with your request. Your feedback is important to us, and we're here to ensure your satisfaction with our services.

Please let me know how you would like to proceed.

Best regards,
Robert
Customer Service Representative at Truvani



Funnel of the Week Team <info@funneloftheweek.com>

Wed, Dec 4, 3:48 PM (7 days ago)



to Robert ▾

Hi Robert - please proceed to cancel the subscription.

Thanks,
Ian



Truvani Customer Support

Fri, Dec 6, 9:49 PM (5 days ago)



to me ▾

Hi Ian,

No problem, your subscription has been cancelled. I hope you'll try one of our other products in the future.

Thanks and have a good day,

Truvani Support~

Ricky
Customer Happiness Team
Call or Text: [\(866\) 878-8264](tel:(866)878-8264)

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P.S. We have a special promotion going on right now! If you'd like to add a product to monthly subscription (or start your first subscription), you may be eligible for a discount. If you're interested, reply with "Save On Truvani."

On Wed, Dec 04, 2024, at 01:48 PM, Funnel of the Week Team <info@funneloftheweek.com> wrote:

Hi Robert - please proceed to cancel the subscription.

On Wed, Dec 04, 2024, at 01:13 PM, Robert Customer Support <support@truvani.com> wrote:

Dear Ian,

I've received your request to cancel your Plant Based Protein Powder (Lemon Cookie) Monthly Subscription. Before I proceed with the cancellation, I'd like to offer you some alternatives that might suit your needs. You have the option to pause or skip your next order instead. This way, you can maintain your subscription at the current lower price, which is guaranteed not to increase as long as your subscription remains active.

If you're interested in pausing or skipping your next order, please let me know. If you still wish to cancel, I will proceed with your request. Your feedback is important to us, and we're here to ensure your satisfaction with our services.

Please let me know how you would like to proceed.

On Wed, Dec 04, 2024, at 01:12 PM, Funnel of the Week Team <info@funneloftheweek.com> wrote:

Hi there,



Truvani Customer Support

to me ▾

Fri, Dec 6, 11:57 PM (5 days ago)



Hi Ian,

How would you rate the help Robert gave you?



Thanks!