



Glynn Williams <tariqvwilliams@gmail.com>

refund update

6 messages

glynn williams <tariqvwilliams@gmail.com>

Tue, Apr 27, 2021 at 12:53 PM

To: "Ancestry.com Customer Service" <customersolutions@ancestry.com>

I never received the DNA kit that was charged [check your records u already know]to me and you apologized in an email to that my refund would be sent. I'm still waiting and messed up about it. Ancestry goes on advertising, doesn't refund even if the sample was lost and the replacement never received. The Pandemic is ideally useful to some at the expense of the consumer. I will seek a refund through the courts' and potential customers will have access to your online 'big brand name' scheme.

respectfully, G. Williams.

Ancestry.com Customer Service

Fri, Apr 30, 2021 at 5:55

<customersolutions@ancestry.com>

PM

To: glynn williams <tariqvwilliams@gmail.com>



April 30, 2021

Dear Valued Member,

Thank you for your patronage of Ancestry®. We appreciate your feedback and are committed to providing excellent customer service.

We regret any frustration that this situation may have caused. We are in the process of issuing a refund of \$108.95 for your AncestryDNA® test. Due to the date of the original purchase, however, we will need to issue this refund by check. We would like to confirm your shipping address before proceeding. Please respond to this message with your preferred shipping address and we will be able to process this refund.

If you prefer, we could provide you with a 6-month World Explorer membership instead (a value of \$149.70) which you may use yourself or gift to a friend or family member instead of processing this refund. To take advantage of this offer, please reply to this message.

If you have any questions regarding this or any other matters pertaining to Ancestry, please do not hesitate to contact us by responding to this email.

Sincerely,

Hal

Executive Office



We empower journeys of personal discovery to enrich lives.

[Quoted text hidden]

glynn williams <tariqvwilliams@gmail.com>

Fri, Apr 30, 2021 at 11:32 PM

To: "Ancestry.com Customer Service" <customersolutions@ancestry.com>

The address is correct. 191087 55 Dudley/Roxbury Street, boston, ma 02119-0022; you folks are something else keep sending me the same auto msgs' Big and renown company taking advantage and can't get it right. Let's see what happens.

G.Williams

[Quoted text hidden]

Ancestry.com Customer Service

Tue, May 18, 2021 at 12:16

<customersolutions@ancestry.com>

PM

To: glynn williams <tariqvwilliams@gmail.com>



May 18, 2021

Dear Mr. Williams,

Thank you for your response.

We appreciate the additional information that was provided and your patience as we reviewed the matter further.

We can confirm the previous check in question has been voided and a new check has been processed. Please allow 4-6 weeks for the check for \$108.95 to arrive in the mail.

If you have any questions regarding this matter, please do not hesitate to contact us by responding to this email.

[Quoted text hidden]

glynn williams <tariqvwilliams@gmail.com>

Tue, May 18, 2021 at 7:24 PM

To: "Ancestry.com Customer Service" <customersolutions@ancestry.com>

u r stringing me along....

[Quoted text hidden]

Glynn Williams <tariqvwilliams@gmail.com>

Wed, Sep 8, 2021 at 10:22 AM

To: "Ancestry.com Customer Service" <customersolutions@ancestry.com>

I'm still waiting for my **full refund**. I got a response on your **Facebook website** but it's just like the previous text messages through email, never received an approved refund, I never got my DNA results after two sample submissions were received but results never given. I want a full refund, not another 'free' DNA test kit. **Refund Information: Glynn Williams, PO Box 191087, 55 Dudley/Roxbury Street, Boston, MA 02119**

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