



Horace Mingo <horace.mingo@gmail.com>

Re: Ecommerce Fraud - riderlygear.com domain

1 message

Riderly Gear Support <support@riderlygear.com>
Reply-To: Riderly Gear Support <support@riderlygear.com>
To: horace.mingo@gmail.com

Tue, Jun 1, 2021 at 7:05 PM

Hi Horace Mingo,

we have also released your payment for refund before our account was blocked. Unfortunately, I no longer have access to the account. If the money has not been credited back to you, you should contact your bank and arrange a chargeback if necessary.

By the way, the helmet is offline and cannot be paid for in the store.

Best regards
Joy

On Tue, 1 Jun at 6:48 PM , Horace Mingo <horace.mingo@gmail.com> wrote:
Hello Dmitry,

I appreciate the response. However, RiderlyGear.com still has not offered me a refund or any information about the status of my order. Until some kind of normal communications are established, I must stand by my original claim, that RiderlyGear.com sold and continues to sell merchandise that they cannot deliver.

BBB/Tucows Legal: Today, June 1, 2021 the website promised that they can deliver by June 8, 2021. I should be able to receive my order before someone who places an order today.

If RiderlyGear.com corrects the situation with the order or a refund, I will gladly retract my complaint and write good reviews for being a good and trustworthy business merchant.

RiderlyGear.com should suspend all orders until they can deliver as promised.



DOT Motorcycle Helmet Black with Bluetooth

★★★★★ 3 reviews

deliver on Tue, 08 Jun

~~\$299.97~~ \$129.97

- 1 +

ADD TO CART

Best regards,

Horace Mingo

On Wed, May 26, 2021 at 1:52 PM Riderly Gear Support <support@riderlygear.com> wrote:

Hello Horace,

This website is not a scam. Our company had a problem with a supplier who issued us incorrect tracking numbers instead of shipping the correct goods. Because of this, we had some very dissatisfied customers. However, we have changed the supplier and are working to resolve the complaints. Most of the affected customers have already opened disputes and we are currently working on refunding the remaining customers and getting our payments back from the supplier.

Best regards,

Dmitry

On Tue, 25 May at 2:29 PM , Horace Mingo <horace.mingo@gmail.com> wrote:

The website domain riderlygear.com is suspected of being used to commit ecommerce fraud. The company RiderlyGear located in Dover Delaware, in the United States uses this website to process orders for merchandise that

they do not intend to deliver. They only have one contact method through email at support@riderlygear.com and they do not respond to requests for shipping status, refunds or questions.

Several complaints have already been filed with bbb.org, ftc.gov, Google, and the credit card companies.

The Whois registry lists tu cows as the registrar.

Best regards,

Horace Mingo

Grade Commerce LLC powered by Freshdesk

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