

[Your Full Name]

Meet Anand

[Your Full Residential Address]

[City, State, Pincode]

[Your Email Address]

[Your Phone Number]

Date: [Current Date]

To,

The CEO / Grievance Officer

M/s. [E-commerce Company Name]

[Registered Office Address of the Company]

[City, State, Pincode]

****Subject: LEGAL NOTICE REGARDING DENIAL OF CASH ON DELIVERY (COD) FOR ORDER NO. [Your Order Number]****

Dear Sir/Madam,

I, Meet Anand, resident of [Your Full Residential Address], do hereby issue this Legal Notice to you on the following grounds:

1. That on [Date of Order], I placed an order bearing Order Number ****[Your Order Number]**** for [brief description of the order]
2. That at the time of placing the said order, I explicitly selected the 'Cash on Delivery (COD)' payment option
3. That on [Date of Delivery Attempt], when your delivery agent arrived at my address to deliver the aforementioned order, they refused to deliver the order on COD
4. That as a direct result of your delivery agent's refusal to honour the pre-agreed payment method, the delivery of my order was delayed
5. That immediately thereafter, on [Date of Contacting Customer Service, e.g., same day or next], I contacted your customer service and complained about the refusal to deliver on COD
6. That despite my clear communication and a lapse of over one week since my initial complaint, I have received no satisfactory response from your company

Your aforementioned actions constitute a serious breach of contract, unfair trade practice, and deficiency in service.

Therefore, I hereby call upon you to take immediate action within ****seven (7) days**** from the date of receipt of this notice to:

- a. ****Ensure the immediate re-delivery of my Order No. [Your Order Number], strictly honouring the 'Cash on Delivery' option****
- b. ****Provide a clear written explanation for the denial of the COD option by your delivery agent and the subsequent delay in delivery****
- c. ****Offer suitable compensation for the inconvenience, mental agony, and time wasted due to your company's actions****

Please be advised that if you fail to comply with the demands set forth above within the stipulated period, I shall be forced to take legal action against your company.

Yours Faithfully,

(Signature)
Meet Anand