Consumer Grievance Assistance Chatbot: Hi! I am your consumer grievance assistance tool. Kindly let me know how I can help you.

User: Hello, I purchased a watch from Amazon Retail, and I'm facing issues with the refund process.

Consumer Grievance Assistance Chatbot: I'm sorry to hear that. Can you provide more details about the problem you encountered with Amazon Retail regarding the refund process?

User: I bought a watch for 13,795 Rs. from Amazon, but it was too big for my husband's wrist. I returned the watch, but the refund hasn't been processed.

Consumer Grievance Assistance Chatbot: I understand your concern. To assist you better, can you provide additional information about the return process you followed, and any communication you had with Amazon regarding the refund?

User: I bought the watch online from Amazon. I initiated the return through the process provided on the website. One of the delivery partners of Amazon also accepted the watch and took it back. I also have the return confirmation. Amazon soon sent me a message that they will refund the amount in 4-5 days but I got a notification from them later saying that no refund or replacement will be initiated.

Consumer Grievance Assistance Chatbot: May I know the date when the watch was accepted and taken back by the delivery partner and when you got a notification from Amazon that the refund will not be initiated?

User: The watch was taken back on 7.3.2023. I got the notification on 1.5.2023.

Consumer Grievance Assistance Chatbot: May I Know the reason that has been given by Amazon for the rejection of your claim for a refund?

User: Based on the notification, their reason is that I ordered the correct and complete product, which I got in an intact manner. According to them, this is enough to not give me a refund.

Consumer Grievance Assistance Chatbot: Got it. Do you have any evidence to suggest that the watch was too big for your husband’s wrist?

User: Yes, there is. The opening of the package was videographed.

Consumer Grievance Assistance Chatbot: Did you raise a complaint with Amazon regarding this?

User: Yes, I did, but the same has been pending ever since I raised it with no response from their end.

Consumer Grievance Assistance Chatbot: Thank you for providing those details. The fact that the refund did not happen despite you having followed the return process is a deficiency of service. You have a valid grievance, and you can seek redressal, i.e., a remedy for this. Let me know what kind of remedy you are seeking and how much you want for the same.

User: I would like to get the refund of the purchase amount and compensation for the mental agony caused. I think 30,000 Rs. is fair for the mental agony.

Consumer Grievance Assistance Chatbot: Got it. Please note that Amazon is the third-party seller. So, you purchased the watch from an independent seller who displayed his products on Amazon. In this case, even that seller would have to be made a party. Do you know who the seller is?

User: Yes, the seller’s name is VRP Telematics Private Limited.

Consumer Grievance Assistance Chatbot: Great. You can file a case before a consumer court but before that you must send a fifteen-day notice to Amazon Retail as well as VRP Telematics Private Limited. The same can be sent electronically or by post. Alternatively, you can select mediation or also contact the Punjab State Consumer Helpline using the helpline number that you can access [here](http://foodsuppb.gov.in/?q=node/91#google_vignette). The Consumer Helpline will provide you with assistance on how to approach this dispute. What would you prefer?

User: I prefer filing a case, so better sending a notice to them.

Consumer Grievance Assistance Chatbot: In that case, do you want me to draft a notice for you?

User: Yes, it will be great if you can draft a notice.

Consumer Grievance Assistance Chatbot: In order to draft the notice, I need your full name and address, the full names and addresses of Amazon and VRP Telematics and the order number.

User: My full name is Sumandeep Kaur Garu. I reside in Dune-ke, Tehsil, near Satya Sai Hospital, Moga, Punjab. Amazon has its office only in Delhi and not in Moga. Is it okay if I provide that?

Consumer Grievance Assistance Chatbot: Yes, you can provide the Delhi address of Amazon.

User: Amazon Retail India Private Limited’s address is- Ground Floor, Eros Plaza, Eros Corporate Center, Nehru Place, New Delhi (South)- 110019. Where do I find VRP Telematics’ address?

Consumer Grievance Assistance Chatbot: you can find VRP Telematics’ Address on the section on Amazon that provides your order details.

User: VRP Telematics India Private Limited- Building 2 (Wh 2), Plot No. 12/Ps (IT Sector), Hitech Defence and Aerospace Park, Devanahalli, Bengaluru, Karnataka, 562149.

Consumer Grievance Assistance Chatbot: Thank you. Can you also specify the Order Number?

User: The Order Number is ID:407-4606755-5941917.

Consumer Grievance Assistance Chatbot: Thank you. The notice has to specify the relief that you are seeking. Here you are seeking a refund of the purchase amount. Is it okay if the notice directs the initiation of the refund and payment of compensation for mental agony within a period of fifteen days from it being received? This is because the notice itself is for a period of fifteen days.

User: Understood, I don’t mind the fifteen-day period.

Consumer Grievance Assistance Chatbot: Thank you. Do you want to send the notice electronically or by post? If it is by post, then specify your email ID to which the opposite parties can respond.

User: I want to send it electronically to them. So, I want the response to be sent to this email - def@gmail.com.

Consumer Grievance Assistance Chatbot: Thank you. You can access the [notice](https://docs.google.com/document/d/1tzmn9NmPOePLWtSvGsJhbsjRyMv6vclj/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) here. Please keep in mind that your signature is required in the notice. You can either take a printout of the notice and sign it or e-sign it. Also, mention the date in the notice before you send it. If you do not receive a satisfactory response or if you do not receive a response from them after a period of fifteen days, you can initiate legal action by approaching the consumer court.

User: I want to take legal action if they do not respond to the notice. What do I do?

Consumer Grievance Assistance Chatbot: Firstly, I would have to determine which consumer court you can approach. The court can be identified on the basis of the location where either Amazon Retail or VRP Telematics or any of their branches are situated, or where you are residing or working. If all of you are situated in the same place, then the consumer court constituted for that particular region is the court that can hear the case. If you reside in a place different from where the company or its branches are located, what would you prefer?

User: Amazon Retail has a branch in Delhi, and I'm in Moga. VRP Telematics is in Bengaluru. So, what should I do?

Consumer Grievance Assistance Chatbot: In that case, you have three options. You can either approach the consumer court in Delhi where Amazon Retail's branch is located, or the consumer court in Bangalore where VRP Telematics is located, or you can approach the consumer court in Moga where you are residing. All the options are valid. Do you want me to provide you with more information to help you decide?

User: Yes, please provide more information to help me decide.

Consumer Grievance Assistance Chatbot: If you approach the consumer court in Delhi, the court will have jurisdiction because Amazon Retail has a branch there. Similarly, the consumer court in Bangalore will have jurisdiction since the other party against whom you will be filing the case, VRP Telematics is located. On the other hand, if you approach the consumer court in Moga, it will have jurisdiction because that's where you are residing. It might be more convenient for you to approach the consumer court in Moga. However, the choice is ultimately yours. What would you prefer?

User: I think I'll approach the consumer court in Moga.

Consumer Grievance Assistance Chatbot: That's a valid choice. Do you want me to draft a pre-filled complaint that you can use?

User: Yes, it would be great if you could draft a complaint that I can use.

Consumer Grievance Assistance Chatbot: In order to draft the complaint, I would require documents that will be used as evidence. These documents include the purchase invoice, return confirmation, and the notification from Amazon that the refund will not be carried out. I will also mention in the complaint that you have the unboxing of the package video-graphed and that the same will be produced before the court. I would also require your father or husband’s name, your age and your occupation. You can upload the documents here.

(Upon uploading the documents)

User: My husband’s name is Jagroop Singh Gharu. I am 31 years old and I am an entrepreneur.

Consumer Grievance Assistance Chatbot: Thank you. On the basis of the documents that you have given me, I have drafted a pre-filled [complaint](https://docs.google.com/document/d/1oO4gRdMXMW7RDYl0ngGwUmgNUjCmM3TT/edit) that you can access here. Please fill in the details that have been left blank, such as the date and your signature. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”. Do you want me to provide you with the pre-filled versions of the same?

User: Yes, it will be great if you can do that as well.

Consumer Grievance Assistance Chatbot: You can access the [Affidavit](https://docs.google.com/document/d/150FkdqrfaJq7Kb-kebsdf-HAgp3rTRI0/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) here and the [Memorandum of Parties](https://docs.google.com/document/d/1hlnhpkME4b_h00SD3O3O7AzZvXc7_Cqv/edit?usp=drive_link&ouid=106695036549671425503&rtpof=true&sd=true) here. You are required to fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarized. In case of any queries regarding how you can get the Affidavit notarized, feel free to approach me anytime. After filling all the documents and getting the affidavit notarized, you can file your complaint on E-daakhil, the portal for consumer redressal. Do you want me to provide you with a step-by-step guide on how to file your complaint on E-daakhil?

User: Yes, it will be great if you can give me a step-by-step guide on how I can file this.

Consumer Grievance Assistance Chatbot: You have to follow these steps in order to file a complaint:

1. Create an account on [E-daakhil](https://edaakhil.nic.in/).
2. Verify your email address and login.
3. Go to “Consumer Complaint” and accept the terms and conditions by clicking the “accept” button after carefully reading the terms. If you have any queries regarding the terms, please let me know.
4. Click “Consumer Complaint” and enter the claim amount that you are seeking.
5. Select Punjab as the State and Moga as the district. Click continue to proceed to the “Case Details” page.
6. On the “Case Details” page, enter all the necessary details and in case of any queries, please let me know.
7. In the “Party Name” section, enter “Amazon Retail” and “VRP Telematics India Private Ltd.”. In the “Advocate” Section, enter the details of your advocate, and if you do not have an advocate, you can leave it blank.
8. In the “Complaint Section,” you can provide the following as your complaint:

"This complaint is regarding the non-refund of the purchase amount for the watch. Despite initiating the return and receiving confirmation, the refund has not been credited, causing inconvenience and mental stress."

1. In the next section, enter the necessary details and attach a filled copy of the Complaint, the Affidavit along with the Memorandum of Parties.
2. In the next section, verify the details of your complaint and submit your complaint.
3. On the “Pending Complaints” page, you will be required to pay the necessary fees.

Please note that under the Consumer Protection Act 2019, the consumer court has the power to ask you and the opposite parties, Amazon Retail and VRP Telematics, if you want to attempt to settle your dispute through mediation, which is a form of settling disputes outside courts. Mediation is where a neutral person, known as a mediator, assists the parties in arriving at an amicable settlement of disputes. If both of you agree, the mediation cell attached to the consumer forum, with its mediators, will attempt to bring about an amicable settlement.

User: Oh okay. Can you give me more details about mediation?

Consumer Grievance Assistance Chatbot: In mediation, the mediators cannot decide if you must be given compensation or not. They can only attempt to make you and the other party arrive at a compromise. Thus, no guarantee can be given that the compromise will be based on the terms you want, or that you can even arrive at a compromise. If a compromise is not arrived at, then the case is referred back to the court, which has to proceed with it.

User: Okay, in that case, I think it will be better if I do not agree for mediation.

Consumer Grievance Assistance Chatbot: If that is the case, you need not give consent for mediation if the same is raised by the consumer forum. The consumer forum cannot send the matter for mediation if you do not give consent.

User: Got it. Thank you very much!!

Consumer Grievance Assistance Chatbot: If you have any other queries, please let me know.

User: I do not have other grievances for now. Thank you.

Consumer Grievance Assistance Chatbot: Thank you for using the tool. Feel free to raise further queries anytime or you can log on to <https://consumeraffairs.nic.in/> or dial 1800-11-4000 (National Consumer Helpline) for more information.