NOTICE

Sumandeep Kaur Gharu

R/o Near Satya Sai Hospital, Dune-Ke, Tehsil

Moga, Punjab

31-12-2023

Amazon Retail India Private Limited

Ground Floor, Eros Plaza

Eros Corporate Center, Nehru Place

New Delhi, South Delhi-110019

New Delhi, Delhi

And

| VRP Telematics Private Limited |
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| Building 2(Wh 2), Plot no.12/P2 (IT Sector),  Hitech, Defence and Aerospace Park, Devanahalli, Bengaluru, Karnataka-562149 |
| Bengaluru |
| Karnataka |

IN RE: Request for refund in order bearing ID No. 407-4606755-5941917.

Greetings,

I, Sumandeep Kaur Gharu, purchased a watch from your platform for a consideration of Rs 13,795, paid by bank transfer. The said watch was too big for my husband’s wrist, for whom the purchase was made, and accordingly, the watch was returned. Despite the return, the refund has not been initiated despite several requests.

I have reported the above matter to you, and despite my repeated pleas, the issue has not been rectified. I have returned the watch, and it has been replaced, but the refund has not been processed.

You are hereby finally called upon to:-

1. Refund the price of the watch which is to the tune of Rs 13,795; and
2. Compensate to the tune of 30,000 Rs. for the mental agony undergone by myself;

within 15 days of the receipt of this notice.

Failing which, I shall be constrained to initiate proceedings against you for redressal of my grievances and recovery of the amount. I may initiate both civil and criminal proceedings as warranted by law, besides filing a complaint under the statutory provisions of The Consumer Protection Act, 2019, exclusively at your own risk, cost, responsibility, and consequences, which you are hereby notified.

Moga, Punjab

Signature of Sumandeep Kaur Gharu