



Himanshu Awasthi <himanshuawasthi.2999@gmail.com>

Ticket Updated - [#4918909] [Customer] Amount deducted and order not created

1 message

Support reply email <rzt06py08emsp@razorpay.com>

Tue, Mar 8, 2022 at 11:16 AM

Reply-To: Support reply email <rzt06py08emsp@razorpay.com>

To: himanshuawasthi.2999@gmail.com

Dear Himanshu Awasthi,

There is a new comment on your Ticket (#4918909). You can view your ticket by visiting <https://razorpay-ind.freshdesk.com/helpdesk/tickets/4918909>

You can also reply to this email to add your comment.

Ticket comment

Saniya Kousar A –

Hi Himanshu,

Thank you for writing to us.

We checked the payment with payment ID: **pay_J2WPrYacTQkT2m** for the amount: **₹11,999.00** made on **3rd Mar2022** is not yet acknowledged by the merchant.

If the merchant doesn't acknowledge the payment by **8th mar 2022**, then the amount gets auto-refunded to you within 7-10 working days with a confirmation email.

Ideally, you should receive a refund by the **22nd mar 2022**.

If in case you did not receive any refund by the above-mentioned date, that means the merchant has captured/received the payment.

We suggest you reach out to **REALME MOBILE TELECOMMUNICATIONS (INDIA) PRIVATE LIMITED**, for any refund or service-related queries as they are the service providers and refunds are initiated from their end.

Regards,**Saniya Kousar****Team Razorpay**

Regards,

Team Razorpay