



Nilesh Ubhale <nileshnubhale@gmail.com>

Falguni Nayar (Nykaa company's CEO, Executive Chairperson and Managing Director)
यांच्या विरोधात BNS २०२३ चे कलम 318(4) व अन्य कलमा अंतर्गत लेखी फिर्याद आहे. आरोपीन
विरुध फोजदारी गुन्हा दाखल करण्यात यावा.

Nilesh Ubhale <nileshnubhale@gmail.com>

25 February 2025 at 12:09

To: ig.nashikrange@mahapolice.gov.in, sp.jalgaon@mahapolice.gov.in, appbranchjalgaon12@gmail.com,
addsp.jalgaon@mahapolice.gov.in, pachorasdp@gmail.com, api.pimpalgaon@gmail.com,
ps.pimpalgaon.jal@mahapolice.gov.in, DGP Mumbai MAHARASHTRA POLICE <dgpms.mumbai@mahapolice.gov.in>



NYKAA FIRYAD.pdf

3741K

**प्रति,
सहायक पोलिस निरीक्षक पिंपळगाव हरे. पो.स्टे.**

फिर्यादी –निलेश नामदेव उभाळे, वय -३३, व्यवसाय-सामाजिक कार्य

मो. नं.८३२९९८४९२१

रा.भोजे, ता. पाचोरा, जि. जळगाव. (महाराष्ट्र)-४२४२०३

-विरुध-

आरोपी –1) Falguni Nayar (Nykaa company's CEO, Executive Chairperson and Managing Director)

NYKAA E RETAIL PRIVATE LIMITED's Corporate Identification Number (CIN) is U74999MH2017PTC291558. You can contact them by sending an email to: companysecretary@nykaa.com or visit them at their registered address 104, VASAN UDYOG BHAVAN, S BAPAT ROAD, LOWER PAREL MUMBAI Mumbai City MH IN 400013

मी फिर्यादी विनंतीपूर्वक लेखी फिर्याद देतो की,

मी वरील ठिकाणी माझी पत्नी शुभांगी, आई-कोकीळाबाई, भाउ- सतीष, वहीनी-पुजा, असे एकत्रीत कुटुंबीय राहतो व मी समाजीक कार्य करतो.

मी NYKAA कंपनी कडून Sat, 25 Jan 2025 रोजी Ikonik Professional Hair Straightener Pro Titanium Shine (PTS) 2.0 आर्डर केले Order ID: NYK-251997682-7436701. मी टोटल ९२०० रुपये ह्या प्रोडक्ट साठी कंपनी ला ऑनलाइन दिले.मला प्रोडक्ट डिलीवरी ही दी.

28 Jan 2025, रोजी करण्यात आली परंतु मला दुसराच प्रोडक्ट डिलीवर करुण माझी आर्थिक फसवणुक झाली म्हणून कंपनी ला RETURN/REPLACEMENT करण्यासाठी मी दी.28 Jan 2025 रोजी 15:40 वाजता ईमेल द्वारे कंपनी कडे तक्रार नोंदवली परंतु त्यानी माझा प्रोडक्ट RETURN/REPLACEMENT करुण दिला नाही तसेच मी Fri 31 Jan 2025, रोजी ईमेल द्वारे अपील देखिल दाखल केलि, तरी देखिल मला RETURN POLICY नुसार मला योग्य प्रोडक्ट डिलीवरी करुण दिली नाही व माझी आर्थिक फसवणुक झाली असे समजले .

तसेच मी आर्थिक फसवणुक संधर्भत मी Falguni Nayar यांना व ब्रीवेंस ऑफिसर ला Thu 6 Feb 2025 रोजी RETURN POLICY प्रेमाने माझा प्रोडक्ट RETURN करुण माझे पैसे परत करण्यास ईमेल पाठवला.

तसेच मी वेळो-वेळी NYKAA ग्राहक क्र.१८००२६७४४४४ वर कॉल करुण तक्रारी सांगितली परंतु मला कुठलिही मदत मिळाली नाही.

कंपनी ची जबाबदारी होती की योग्य प्रोडक्ट मला डिलीवरी करण्याची व दूसरा प्रोडक्ट डिलीवर झाला तर प्रोडक्ट रिटर्न पॉलिसी नुसार रिटर्न करुण माझे पैसे परत करण्याची.

परंतु कंपनी ने चौकशी केली व योग्य प्रोडक्ट पाठवला असे ईमेल द्वारे व फ़ोन द्वारे मला कळवले व प्रोडक्ट रिटर्न करण्यास नकार दिला व माझे पैसे परत करण्यास नकार दिला.

मी संपूर्ण पुरावे प्रोडक्ट पैकिंग पासून ते प्रोडक्ट डिलीवरी पर्यन्त मांगीतले ते ही दिले नाही.

रिटर्न पॉलिसी नुसार प्रोडक्ट दूसरा मिळता तर कंपनी चौकशी करेंन व कंपनी चा निर्णय अंतिम असेल खुठे ही रिटर्न पॉलिसी मधे नमूद नाही.

तरी देखिल माझी आर्थिक फसवणुक करण्यासाठीच असे गैर कृत्य कंपनी कडून झालेले आहे.

कंपनी ने माझा प्रोडक्ट रिटर्न पॉलिसी नुसार रीटर्न न करता माझी ५२०० रुपयांची आर्थिक फसवणुक केलेली आहे. हे स्पष्ट झालेले आहे.

म्हणून माझी Falguni Nayar (Nykaa company's CEO, Executive Chairperson and Managing Director) यांच्या विरोधात BNS २०२३ चे कलम 318(4) व अन्य कलमा अंतर्गत लेखी फिर्याद आहे. आरोपीन विरुध फोजदारी गुन्हा दाखल करण्यात यावा.

धन्यवाद...

निलेश नामदेव उभाळे (फिर्यादी)

ईमेल द्वारे -nileshnubhale@gmail.com

दि. 25/2/2024

डॉक्यूमेंट्स सोबत जोडलेले आहे.

प्रत:-

- 1) म.पोलिस अधिक्षक,जलगाँव,
- 2) म.उप-अधिक्षक पाचोरा विभाग,
- 3) म.विभागीय आयुक्त नाशिक विभाग



RETAIL / TAX INVOICE

SHIPPING & BILLING

ADDRESS :

Nilesh Ubhale

01 Bhoje Near mohan kirana
store
Jalgaon, Maharashtra,
INDIA - 424203

Order# : NYK-251997682-7436701-1

Date : 25/01/2025



Billing : Maharashtra
State #
Place Of : Maharashtra
Supply

Buyer UID/ GSTIN # :

Delivery # : NWP588800175



INVOICE # : NWP012300904

SOLD BY : NYKAA E-RETAIL LIMITED | GSTIN # :
27AAFCN5072P1ZV

25/01/2025 | Item(s) In 1
The Box :

GatNo.650(P)/651(P),Village Moi, Near
ShreeMultispeciality Hospital,Nighoje road
Moi,KuruliTaluka khed,Pune ,

Product Description	SALE PRICE	QTY	DISC	CGST		SGST/UGST		IGST		NET AMT
				Rate	Amt	Rate	Amt	Rate	Amt	
Ikonic Professional Hair Straightener Pro Titanium Shine (PTS) (1N)(Color Black) SKU # 8904231000124 HSN# : 85163200	5400.00	1	200.00	9.00	396.61	9.00	396.61	0.00	0.00	5200.00
COD Charge HSN# : 999799	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Shipping Charge HSN# : 996819	0.00		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
										5200.00

Registered Address for Nykaa E-Retail Limited

104, Vasan Udhog Bhavan, Sunmill Compound, Tulsi Pipe Road, Lower Parel
(W),Mumbai-400013 | CIN - U74999MH2017PLC291558

For more information on your order or to return an item write to support@nykaa.com

• All disputes will be subjected to Mumbai Jurisdiction only.

PAGE

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DISCOUNT (मुक्तावधि)	:	INR	200.00
WALLET	:	INR	0.00
GV VALUE	:	INR	0.00
TAX AMOUNT	:	INR	793.22
STATE ENTRY TAX	:	INR	0.00
ROUND OFF	:	INR	0.00
<hr/>			
GRAND TOTAL	:	INR	5200.00

Refund amount due to difference between order MRP and shipment MRP **INR 0**

Declaration I : Tax is not payable on reverse charge basis.

CUSTOMER SELF DECLARATION: I, Hereby confirm that the content of this package are being purchased for my internal and personal purpose and not for resale. I further understand and agree to Nykaa's Terms and Conditions.

Registered Address for Nykaa E-Retail Limited

104, Vasan Udhayog Bhavan, Sunmill Compound, Tulsi Pipe Road, Lower Parel
(W), Mumbai-400013 | CIN - U74999MH2017PLC291558

For more information on your order or to return an item write to support@nykaa.com

• All disputes will be subjected to Mumbai Jurisdiction only.

PAGE

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< Details

Order ID: NYK-251997682-7436701

 Help

Ikon Professional · Ikon Professional Hair...

[Buy again](#)

Delivered On Tue, 28 Jan

Return not available for selected item

[Read policy](#)

Rate your product:



Delivery details



Nilesh Ubhale

01 Bhoje Near mohan kirana store,
Jalgaon, Maharashtra, 424203



(+91) 8329984521

Order Price

< Details

Order ID: NYK-251997682-7436701

[Help](#)

Delivery details

**Nilesh Ubhale**01 Bhoje Near mohan kirana store,
Jalgaon, Maharashtra, 424203

(+91) 8329984521

Order Price

₹5,200

You saved ₹2,300



Total MRP

₹7,500

Discounted Total MRP

₹5,400

Additional Discount

-₹200

Order Total

₹5,200

Payment mode

UPI

[Get invoice for this shipment](#)[Download invoice](#)

< Details

Order ID: NYK 251987682 7436701

 Help

Ionic Professional - Ionic Professional Hair...

Buy again

Delivered On Tue, 28 Jan

Return not available for selected item

[Read policy](#)

Rate your product



✕

Return policy

Returns/Replacements are accepted for unused products only in case of defects, damages during delivery, missing, or wrong products delivered. Return requests can be raised on "Details" page within the return policy dates.

Okay



Nykaa Customer Care

Call history



All



SIM 1



SIM 2

Yesterday



14:50

56m 55s



Outgoing · 18002674444

Monday, 10 Feb



08:54

3m 56s



Outgoing · 18002674444



00:50



Outgoing · 18002674444

Sunday, 09 Feb



19:13

15m 37s



Outgoing · 18002674444

Friday, 07 Feb



18:05

20m 20s



Outgoing · 18002674444

Tuesday, 28 Jan

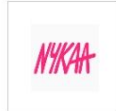


15:28

7m 15s



Outgoing · 18002674444

**Nykaa****₹5,200****SUCCESSFUL**

12:14pm, 25th jan'25

3445307320



Bank of Baroda

RuPay **xxxx XX85****PAID VIA** **Check limit**

- payment initiated from your Bank of Baroda RuPay credit card
- bank details of nykaa have been authenticated by NPCI
- amount deducted from Nilesh's RuPay credit card
- amount credited to recipient's bank

**₹3 cashback won**



amount credited to recipient's bank



₹3 cashback won



transaction id

91VDJLJYXAGEWPX 

upi txn id

502534767511 

paid to

cf.nykaabeauty@cashfreensdlpb

paid from

8329984521-1@axisb

still having trouble?

our customer support should be able to
help you out with all your queries

[Contact support](#)



Nilesh Ubhale <nileshnubhale@gmail.com>

Re: Nykaa Order No. - NYK-251997682-7436701.

1 message

Tiza Mulla (Nykaa Support) <support@nykaa.com>

22 February 2025 at 13:34

Reply-To: Nykaa Support <support@nykaa.com>

To: nileshnubhale <nileshnubhale@gmail.com>

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10569505

This is with reference to your Order ID: NYK-251997682-7436701.

An internal review with the concerned team, there were no issues with the shipments sent to you.

So, we will be unable to authorize any resolution for this issue.

We appreciate your patience and are happy to serve you if you have any further queries or concerns in the interim.

Best regards,

Nykaa Support Team

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This email is a service from NYKAA.

[W2N4NL-WRXLM]



Nilesh Ubhale <nileshnubhale@gmail.com>

Return or replace this different product received -Nykaa Order ID: NYK-251997682-7436701

4 messages

Nilesh Ubhale <nileshnubhale@gmail.com>

28 January 2025 at 15:40

To: support@nykaa.com

Received different product so return or replace it. I have video also for further process
Nykaa Order ID: NYK-251997682-7436701

3 attachments**IMG20250128144124.jpg**

3209K

**IMG20250128144127.jpg**

3190K

**IMG20250128144139.jpg**

3117K

Nykaa Support <support@nykaa.com>

28 January 2025 at 15:42

Reply-To: Nykaa Support <support@nykaa.com>

To: nileshnubhale <nileshnubhale@gmail.com>

Dear Nileshnubhale,

Thank you for reaching out to Nykaa Customer Support.

This is an automated response to confirm that we have received your email. Our support team is currently reviewing your message and will get back to you within 24-48 hours.

For your reference, here are the details we have recorded: Ticket ID 10423082

Thank you for your patience.

Best regards,
Nykaa Customer Support Team

Disclaimer: Nykaa NEVER solicits details like your OTP/CVV/PIN/PAN/AADHAR. Hackers/Scammers will try ways to extract your personal and/or sensitive information. For the safety of your personal and business accounts, please do not respond to any unsolicited e-mails, calls, WhatsApp, or messages, and never provide any personal information.

This email is a service from NYKAA.

[9LXMNX-NP69J]

Dolly Sarkar (Nykaa Support) <support@nykaa.com>
Reply-To: Nykaa Support <support@nykaa.com>
To: Nileshnubhale <nileshnubhale@gmail.com>

28 January 2025 at 15:47

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10423082

This email pertains to your Order ID: NYK-251997682-7436701.

Your concern has been escalated to the relevant team. Please allow us 24-48 hours to provide an update on the matter raised.

We appreciate your patience and understanding.

Best regards,
Nykaa Customer Support Team
www.nykaa.com | Your Beauty. Our Passion.

This email is a service from NYKAA.

On January 28, 2025 at 10:12:06 AM UTC, Nileshnubhale nileshnubhale@gmail.com wrote:

Received different product so return or replace it. I have video also for further process
Nykaa Order ID: NYK-251997682-7436701



[Watch Now!](#)

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Communicating through email is not secure and capable of interception, corruption and delays and anyone communicating with FSN E-Commerce Ventures Ltd. (and/or its group companies) by email, accepts the risks involved and their consequences.

[9LXMNX-NP69J]

Zulekha Batatawala (Nykaa Support) <support@nykaa.com>

29 January 2025 at 16:09

Reply-To: Nykaa Support <support@nykaa.com>

To: Nileshnubhale <nileshnubhale@gmail.com>

This request was closed and merged into request [#10422718](#) "Nykaa Order No. - NYK-251997682-...".

This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]

[9LXMNX-NP69J]



iKonic[®]
PROFESSIONAL







Nilesh Ubhale <nileshnubhale@gmail.com>

Appeal Regarding Unresolved Ticket (ID: 10422718) – Incorrect Product Delivered (Order ID: NYK-251997682-7436701)

4 messages

Nilesh Ubhale <nileshnubhale@gmail.com>

31 January 2025 at 09:45

To: grievanceofficer@nykaa.com, "nykaacompanysecretary@nykaa.com" <nykaacompanysecretary@nykaa.com>, Nykaa Support <support@nykaa.com>

To
CEO Nykaa

Subject: Appeal Regarding Unresolved Ticket (ID: 10422718) – Incorrect Product Delivered (Order ID: NYK-251997682-7436701)

Dear Sir,

I am writing to escalate my previous concern regarding my order (Order ID: NYK-251997682-7436701), which was addressed under Ticket ID: 10422718. Unfortunately, despite raising this issue, I have not received a satisfactory resolution.

The product I received was not what I had ordered, and after an initial investigation, it appears that the matter was not properly examined. I have evidence of the discrepancy, including a video, which I am willing to share for further clarification.

I kindly request that the product be either replaced or refunded at your earliest convenience. I am confident that with your intervention, this issue can be resolved quickly.

For reference, my contact details are:

Name: Nilesh Ubhale

Phone Number: 8329984521

Order ID: NYK-251997682-7436701

I look forward to your prompt assistance in resolving this matter. Thank you for your attention to this issue.

Warm regards,
Nilesh Ubhale

Support <grievanceofficer@nykaa.com>

31 January 2025 at 09:45

Reply-To: Support <grievanceofficer@nykaa.com>

To: nileshnubhale <nileshnubhale@gmail.com>

Dear nileshnubhale,

Thank you for reaching out to Nykaa Customer Support.

This is an automated response to confirm that we have received your email. Our support team is currently reviewing your message and will get back to you within 24-48 hours.

For your reference, here are the details we have recorded: Ticket ID 10466793

Thank you for your patience.

Best regards,
Nykaa Customer Support Team

Disclaimer: Nykaa NEVER solicits details like your OTP/CVV/PIN/PAN/AADHAR. Hackers/Scammers will try ways to extract your personal and/or sensitive information. For the safety of your personal and business accounts, please do not respond to any unsolicited e-mails, calls, WhatsApp, or messages, and never provide any personal information.

This email is a service from NYKAA.

[4WWDZL-K9ELN]

Zulekha Batatawala (Support) <grievanceofficer@nykaa.com>

31 January 2025 at 10:20

Reply-To: Support <grievanceofficer@nykaa.com>

To: Nilesh Nubhale <nileshnubhale@gmail.com>

This request was closed and merged into request [#10422718](#) "Nykaa Order No. - NYK-251997682-...".

This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]



[Watch Now!](#)

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prohibited. If you have received this communication in error, please notify us immediately over the same email id and promptly destroy the original communication. Thank you for your cooperation.

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[4WWDZL-K9ELN]

Nilesh Ubhale <nileshnubhale@gmail.com>

31 January 2025 at 19:24

To: "falguni.nayar@nykaa.com" <falguni.nayar@nykaa.com>

[Quoted text hidden]



Nilesh Ubhale <nileshnubhale@gmail.com>

Re: Nykaa Order No. - NYK-251997682-7436701.

14 messages

Mohammed Nadaf (Nykaa Support) <support@nykaa.com>

28 January 2025 at 15:33

Reply-To: Nykaa Support <support@nykaa.com>

To: nileshnubhale <nileshnubhale@gmail.com>

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

As per the telephonic conversation, this is with reference to your Nykaa Order ID: NYK-251997682-7436701.

Thank you for sharing the required details. We have escalated your concern to the Brand Support Team. Please allow us 48-72 hours to provide an update to you.

We appreciate your patience and understanding in this matter.

Best regards,
Adil Nadaf.

Nykaa Customer Support Team

www.nykaa.com | Your Beauty. Our Passion.

This email is a service from NYKAA.

[9LXM65-G2WR0]

Zulekha Batatawala (Nykaa Support) <support@nykaa.com>

29 January 2025 at 15:16

Reply-To: Nykaa Support <support@nykaa.com>

To: nileshnubhale <nileshnubhale@gmail.com>

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

Please accept our sincere apologies as the product delivered to you is wrong under Order ID: NYK-251997682-7436701.

Our shipments go through rigorous quality checks before they leave our warehouse. In the rare cases that such issues occur, we consider it our utmost priority to ensure strict action is taken.

We request you to attach a clear snapshot of the wrong product highlighting the product name/model along with the brand box so that we can initiate an internal inquiry.

Note : Once we have received the relevant snapshots mentioned above, if eligible, a replacement will be sent to you.

We look forward to hearing from you and appreciate your patience and understanding.

Best regards,

Nykaa Support Team

www.nykaa.com | Your Beauty. Our Passion

This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]

[9LXM65-G2WR0]

Nilesh Ubhale <nileshnubhale@gmail.com>

29 January 2025 at 15:26

To: Nykaa Support <support@nykaa.com>

Check it

[Quoted text hidden]

3 attachments



IMG20250128144127.jpg

3190K

**IMG20250128144124.jpg**

3209K

**IMG20250128144139.jpg**

3117K

Nykaa Support <support@nykaa.com>

29 January 2025 at 15:28

Reply-To: Nykaa Support <support@nykaa.com>

To: Nileshnubhale <nileshnubhale@gmail.com>

Check it

IMG20250128144124
JPGIMG20250128144127
JPGIMG20250128144139
JPG

This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]

[9LXM65-G2WR0]

Zulekha Batatawala (Nykaa Support) <support@nykaa.com>

29 January 2025 at 16:09

Reply-To: Nykaa Support <support@nykaa.com>

To: Nileshnubhale <nileshnubhale@gmail.com>

Request [#10423082](#) "Return or replace this different..." was closed and merged into this request. Last comment in request [#10423082](#):

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10423082

This email pertains to your Order ID: NYK-251997682-7436701.

Your concern has been escalated to the relevant team. Please allow us 24-48 hours to provide an update on the matter raised.

We appreciate your patience and understanding.

Best regards,

Nykaa Customer Support Team

www.nykaa.com | Your Beauty. Our Passion.



IMG20250128144124
JPG



IMG20250128144127
JPG



IMG20250128144139
JPG

This email is a service from NYKAA.

On January 29, 2025 at 9:58:01 AM UTC, nileshnubhale@gmail.com wrote:

Check it

[Quoted text hidden]



[Watch Now!](#)

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[9LXM65-G2WR0]

Zulekha Batatawala (Nykaa Support) <support@nykaa.com>

30 January 2025 at 15:50

Reply-To: Nykaa Support <support@nykaa.com>

To: Nileshnubhale <nileshnubhale@gmail.com>

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

This email pertains to your Nykaa Order Number NYK-251997682-7436701.

Upon investigation, we have confirmed that all the products in your order have been shipped accurately as per our records.

Thank you for your patience and understanding.

Best regards,

Nykaa Support Team

www.nykaa.com | Your Beauty. Our Passion

On 2025 M01 29 10:39:36 UTC, Zulekha Batatawala support@nykaa.com wrote:

Request [#10423082](#) "Return or replace this different..." was closed and merged into this request. Last comment in request [#10423082](#):

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10423082

This email pertains to your Order ID: NYK-251997682-7436701.

Your concern has been escalated to the relevant team. Please allow us 24-48 hours to provide an update on the matter raised.

We appreciate your patience and understanding.

Best regards,

Nykaa Customer Support Team

www.nykaa.com | Your Beauty. Our Passion.



IMG20250128144124
JPG



IMG20250128144127
JPG



IMG20250128144139
JPG

On 2025 M01 29 09:58:01 UTC, Nileshnubhale nileshnubhale@gmail.com wrote:

Check it



IMG20250128144124
JPG



IMG20250128144127
JPG



IMG20250128144139
JPG

On 2025 M01 29 09:46:37 UTC, Zulekha Batatawala support@nykaa.com wrote:

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

Please accept our sincere apologies as the product delivered to you is wrong under Order ID: NYK-251997682-7436701.

Our shipments go through rigorous quality checks before they leave our warehouse. In the rare cases that such issues occur, we consider it our utmost priority to ensure strict action is taken.

We request you to attach a clear snapshot of the wrong product highlighting the product name/model along with the brand box so that we can initiate an internal inquiry.

Note : Once we have received the relevant snapshots mentioned above, if eligible, a replacement will be sent to you.

We look forward to hearing from you and appreciate your patience and understanding.

Best regards,

Nykaa Support Team

www.nykaa.com | Your Beauty. Our Passion

This email is a service from NYKAA.

[9LXM65-G2WR0]

Nilesh Ubhale <nileshnubhale@gmail.com>

30 January 2025 at 19:04

To: Nykaa Support <support@nykaa.com>

No, it has not. So return it

[Quoted text hidden]

Nykaa Support <support@nykaa.com>

30 January 2025 at 19:04

Reply-To: Nykaa Support <support@nykaa.com>

To: nileshnubhale <nileshnubhale@gmail.com>

No, it has not. So return it

This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]

[9LXM65-G2WR0]

Zulekha Batatawala (Nykaa Support) <support@nykaa.com>

31 January 2025 at 10:20

Reply-To: Nykaa Support <support@nykaa.com>

To: nileshnubhale <nileshnubhale@gmail.com>

Request [#10466793](#) "Appeal Regarding Unresolved Tick..." was closed and merged into this request. Last comment in request [#10466793](#):

To

CEO Nykaa

Subject: Appeal Regarding Unresolved Ticket (ID: 10422718) – Incorrect Product Delivered (Order ID: NYK-251997682-7436701)

Dear Sir,

I am writing to escalate my previous concern regarding my order (Order ID: NYK-251997682-7436701), which was addressed under Ticket ID: 10422718. Unfortunately, despite raising this issue, I have not received a satisfactory resolution.

The product I received was not what I had ordered, and after an initial investigation, it appears that the matter was not properly examined. I have evidence of the discrepancy, including a video, which I am willing to share for further clarification.

I kindly request that the product be either replaced or refunded at your earliest convenience. I am confident that with your intervention, this issue can be resolved quickly.

For reference, my contact details are:

Name: Nilesh Ubhale

Phone Number: 8329984521

Order ID: NYK-251997682-7436701

I look forward to your prompt assistance in resolving this matter. Thank you for your attention to this issue.

Warm regards,

Nilesh Ubhale

Watch Now!

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This email is a service from NYKAA.

On January 30, 2025 at 1:34:38 PM UTC, nileshnubhale nileshnubhale@gmail.com wrote:

No, it has not. So return it

[Quoted text hidden]



[Watch Now!](#)

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[9LXM65-G2WR0]

Zulekha Batatawala (Nykaa Support) <support@nykaa.com>

31 January 2025 at 14:59

Reply-To: Nykaa Support <support@nykaa.com>

To: Nileshnubhale <nileshnubhale@gmail.com>

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

We are writing to address your concerns regarding Order ID: NYK-251997682-7436701.

Kindly allow us 72 hours to thoroughly investigate and provide you with an update.

Rest assured, we are committed to resolving this matter promptly.

We appreciate your support and patience

Best regards,

Nykaa Support Team

www.nykaa.com | Your Beauty. Our Passion

On 2025 M01 31 04:50:16 UTC, Zulekha Batatawala support@nykaa.com wrote:

Request [#10466793](#) "Appeal Regarding Unresolved Tick..." was closed and merged into this request. Last comment in request [#10466793](#):

To

CEO Nykaa

Subject: Appeal Regarding Unresolved Ticket (ID: 10422718) – Incorrect Product Delivered (Order ID: NYK-251997682-7436701)

Dear Sir,

I am writing to escalate my previous concern regarding my order (Order ID: NYK-251997682-7436701), which was addressed under Ticket ID: 10422718. Unfortunately, despite raising this issue, I have not received a satisfactory resolution.

The product I received was not what I had ordered, and after an initial investigation, it appears that the matter was not properly examined. I have evidence of the discrepancy, including a video, which I am willing to share for further clarification.

I kindly request that the product be either replaced or refunded at your earliest convenience. I am confident that with your intervention, this issue can be resolved quickly.

For reference, my contact details are:

Name: Nilesh Ubhale

Phone Number: 8329984521

Order ID: NYK-251997682-7436701

I look forward to your prompt assistance in resolving this matter. Thank you for your attention to this issue.

Warm regards,

Nilesh Ubhale

Watch Now!

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On 2025 M01 30 13:34:38 UTC, Nileshnubhale nileshnubhale@gmail.com wrote:

No, it has not. So return it

On 2025 M01 30 10:20:16 UTC, Zulekha Batatawala support@nykaa.com wrote:

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

This email pertains to your Nykaa Order Number NYK-251997682-7436701.

Upon investigation, we have confirmed that all the products in your order have been shipped accurately as per our records.

Thank you for your patience and understanding.

Best regards,

Nykaa Support Team

www.nykaa.com | Your Beauty. Our Passion

[Quoted text hidden]

Sreelakshmi Gopinadhan (Nykaa Support) <support@nykaa.com>

3 February 2025 at 14:11

Reply-To: Nykaa Support <support@nykaa.com>

To: Nileshnubhale <nileshnubhale@gmail.com>

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

This email pertains to your Nykaa Order Number NYK-251997682-7436701.

Upon investigation, we have confirmed that the product in your order have been shipped accurately as per our records.

Thank you for your patience and understanding.

Best regards,

Nykaa Support Team

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This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]

[9LXM65-G2WR0]

Nilesh Ubhale <nileshnubhale@gmail.com>

3 February 2025 at 14:45

To: Nykaa Support <support@nykaa.com>

No, it has not.

[Quoted text hidden]

Nykaa Support <support@nykaa.com>

3 February 2025 at 14:46

Reply-To: Nykaa Support <support@nykaa.com>

To: Nileshnubhale <nileshnubhale@gmail.com>

No, it has not.

This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]

[9LXM65-G2WR0]

Sreelakshmi Gopinadhan (Nykaa Support) <support@nykaa.com>

4 February 2025 at 10:37

Reply-To: Nykaa Support <support@nykaa.com>

To: Nileshnubhale <nileshnubhale@gmail.com>

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

This is with reference to your Order ID: NYK-251997682-7436701.

An internal review with the concerned team, there were no issues with the shipments sent to you.

So, we will be unable to authorize any resolution for this issue.

We appreciate your patience and are happy to serve you if you have any further queries or concerns in the interim.

Best regards,

Nykaa Support Team

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This email is a service from NYKAA.

On February 3, 2025 at 9:15:59 AM UTC, [nileshnubhale nileshnubhale@gmail.com](mailto:nileshnubhale@gmail.com) wrote:

No, it has not.

[Quoted text hidden]

[9LXM65-G2WR0]



Nilesh Ubhale <nileshnubhale@gmail.com>

Complaint Against Financial Fraud, Grievance officer and Nykaa support team member and Wrong Product Delivery – Order ID: NYK-251997682-7436701

6 messages

Nilesh Ubhale <nileshnubhale@gmail.com>

6 February 2025 at 11:15

To: falguni.nayar@nykaa.com

Cc: grievanceofficer@nykaa.com, "nykaacompanysecretary@nykaa.com" <nykaacompanysecretary@nykaa.com>, Nykaa Support <support@nykaa.com>



Nykaa Support <support@nykaa.com>

6 February 2025 at 11:16

Reply-To: Nykaa Support <support@nykaa.com>

To: nileshnubhale <nileshnubhale@gmail.com>

Dear nileshnubhale,

Thank you for reaching out to Nykaa Customer Support.

This is an automated response to confirm that we have received your email. Our support team is currently reviewing your message and will get back to you within 24-48 hours.

For your reference, here are the details we have recorded: Ticket ID 10569505

Thank you for your patience.

Best regards,

Nykaa Customer Support Team

Disclaimer: Nykaa NEVER solicits details like your OTP/CVV/PIN/PAN/AADHAR. Hackers/Scammers will try ways to extract your personal and/or sensitive information. For the safety of your personal and business accounts, please do not respond to any unsolicited e-mails, calls, WhatsApp, or messages, and never provide any personal information.

This email is a service from NYKAA.

[4WEGZP-MX5JN]

Ancy Ford (Nykaa Support) <support@nykaa.com>

6 February 2025 at 15:18

Reply-To: Nykaa Support <support@nykaa.com>

To: Nileshnubhale <nileshnubhale@gmail.com>

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10569505

This email pertains to your Nykaa Order Number NYK-251997682-7436701.

Upon investigation, we have confirmed that the product in your order has been shipped accurately as per our records.

Thank you for your patience and understanding.

Best regards,

Nykaa Support Team

www.nykaa.com | Your Beauty. Our Passion

This email is a service from NYKAA.

On February 6, 2025 at 5:46:28 AM UTC, Nileshnubhale nileshnubhale@gmail.com wrote:



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[4WEGZP-MX5JN]

Nilesh Ubhale <nileshnubhale@gmail.com>

6 February 2025 at 15:36

To: falguni.nayar@nykaa.com, grievanceofficer@nykaa.com, "nykaacompanysecretary@nykaa.com" <nykaacompanysecretary@nykaa.com>

----- Forwarded message -----

From: **Nilesh Ubhale** <nileshnubhale@gmail.com>

Date: Thu, 6 Feb 2025 at 11:15

Subject: Complaint Against Financial Fraud, Grievance officer and Naykaa support team member and Wrong Product Delivery – Order ID: NYK-251997682-7436701

To: <falguni.nayar@nykaa.com>

Cc: <grievanceofficer@nykaa.com>, nykaacompanysecretary@nykaa.com <nykaacompanysecretary@nykaa.com>, Nykaa Support <support@nykaa.com>

 **Nykaa.pdf**
609K

Nykaa Support <support@nykaa.com>

6 February 2025 at 15:36

Reply-To: Nykaa Support <support@nykaa.com>

To: nileshnubhale <nileshnubhale@gmail.com>

[Quoted text hidden]



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Nykaa
PDF

This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]

[4WEGZP-MX5JN]

Sreelakshmi Gopinadhan (Nykaa Support) <support@nykaa.com>

7 February 2025 at 13:34

Reply-To: Nykaa Support <support@nykaa.com>

To: Nileshnubhale <nileshnubhale@gmail.com>

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10569505

This is with reference to your Order ID: NYK-251997682-7436701.

An internal review with the concerned team, there were no issues with the shipments sent to you.

So, we will be unable to authorize any resolution for this issue.

We appreciate your patience and are happy to serve you if you have any further queries or concerns in the interim.

Best regards,

Nykaa Support Team

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This email is a service from NYKAA.

On February 6, 2025 at 10:06:53 AM UTC, nileshnubhale nileshnubhale@gmail.com wrote:

----- Forwarded message -----

From: **Nilesh Ubhale** <nileshnubhale@gmail.com>

Date: Thu, 6 Feb 2025 at 11:15

Subject: Complaint Against Financial Fraud, Grievance officer and Naykaa support team member and Wrong Product Delivery – Order ID: NYK-251997682-7436701

To: <falguni.nayar@nykaa.com>

Cc: <grievanceofficercs@nykaa.com>, nykaacompanysecretary@nykaa.com <nykaacompanysecretary@nykaa.com>, Nykaa Support <support@nykaa.com>



[Watch Now!](#)

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[4WEGZP-MX5JN]

To,
The Chief Executive Officer,
Nykaa,
India.

Subject: Complaint Against Financial Fraud and Wrong Product Delivery –
Order ID: NYK-251997682-7436701

Respected Sir/Madam,

I, **Nilesh Ubhale**, am writing to formally lodge a complaint against Nykaa for financial fraud and wrongful business practices regarding my order (Order ID: **NYK-251997682-7436701**). Despite multiple complaints and appeals, I have not received a proper resolution, and your support team has deliberately provided incorrect responses, amounting to consumer fraud.

I placed an order with your company, expecting to receive the correct product as per my purchase. However, your company delivered a completely different product. Upon noticing the discrepancy, I immediately raised a return request with your support team. Instead of resolving the issue fairly and in compliance with consumer protection laws, your team refused to process the return and refund, thereby committing **financial fraud** against me.

Furthermore, I escalated the matter to the **Grievance Team**, but instead of correcting the mistake, they upheld the wrong decision, reinforcing that your company is intentionally engaging in fraudulent practices. This has caused me immense mental harassment, financial loss, and unnecessary distress.

I hereby demand that Nykaa:

1. **Initiate an immediate refund or replacement** for the incorrect product delivered to me.
2. **Take strict action** against the responsible investigation and grievance team members who mishandled my complaint.
3. **Provide a formal written explanation** for the wrongful resolution of my complaint.

If my issue is not resolved promptly, I will be left with no option but to:

- File a **criminal fraud case** against Nykaa and the responsible officials under **BNS 2023** at the police station.
- File a **consumer court case** seeking compensation for **mental harassment and financial loss** caused due to Nykaa's deliberate negligence and wrongful practices.

For reference, my details are as follows:

- **Name:** Nilesh Ubhale
- **Phone Number:** 8329984521
- **Order ID:** NYK-251997682-7436701
- **Email ID:** nileshnubhale@gmail.com

I urge you to take this matter seriously and provide a resolution at the earliest to avoid legal consequences. Failure to act on my complaint will compel me to pursue legal action to hold Nykaa accountable.

Looking forward to your prompt response.

Sincerely,

Nilesh Ubhale

At-Bhoje, Tal-Pachora, Dist-Jalgaon

Contact: 8329984521

Complaint Sent by Email: nileshnubhale@gmail.com

Attached:-

- 1) Previously complaints and response



Nilesh Ubhale <nileshnubhale@gmail.com>

Appeal Regarding Unresolved Ticket (ID: 10422718) – Incorrect Product Delivered (Order ID: NYK-251997682-7436701)

4 messages

Nilesh Ubhale <nileshnubhale@gmail.com>

31 January 2025 at 09:45

To: grievanceofficercs@nykaa.com, "nykaacompanysecretary@nykaa.com" <nykaacompanysecretary@nykaa.com>, Nykaa Support <support@nykaa.com>

To
CEO Nykaa

Subject: Appeal Regarding Unresolved Ticket (ID: 10422718) – Incorrect Product Delivered (Order ID: NYK-251997682-7436701)

Dear Sir,

I am writing to escalate my previous concern regarding my order (Order ID: NYK-251997682-7436701), which was addressed under Ticket ID: 10422718. Unfortunately, despite raising this issue, I have not received a satisfactory resolution.

The product I received was not what I had ordered, and after an initial investigation, it appears that the matter was not properly examined. I have evidence of the discrepancy, including a video, which I am willing to share for further clarification.

I kindly request that the product be either replaced or refunded at your earliest convenience. I am confident that with your intervention, this issue can be resolved quickly.

For reference, my contact details are:

Name: Nilesh Ubhale

Phone Number: 8329984521

Order ID: NYK-251997682-7436701

I look forward to your prompt assistance in resolving this matter. Thank you for your attention to this issue.

Warm regards,
Nilesh Ubhale

Support <grievanceofficercs@nykaa.com>

31 January 2025 at 09:45

Reply-To: Support <grievanceofficercs@nykaa.com>

To: nileshnubhale <nileshnubhale@gmail.com>

Dear nileshnubhale,

Thank you for reaching out to Nykaa Customer Support.

This is an automated response to confirm that we have received your email. Our support team is currently reviewing your message and will get back to you within 24-48 hours.

For your reference, here are the details we have recorded: Ticket ID 10466793

Thank you for your patience.

Best regards,
Nykaa Customer Support Team

Disclaimer: Nykaa NEVER solicits details like your OTP/CVV/PIN/PAN/AADHAR. Hackers/Scammers will try ways to extract your personal and/or sensitive information. For the safety of your personal and business accounts, please do not respond to any unsolicited e-mails, calls, WhatsApp, or messages, and never provide any personal information.

This email is a service from NYKAA.

[4WWDZL-K9ELN]

Zulekha Batatawala (Support) <grievanceofficercs@nykaa.com>
Reply-To: Support <grievanceofficercs@nykaa.com>
To: Nilesh Nubhale <nileshnubhale@gmail.com>

31 January 2025 at 10:20

This request was closed and merged into request [#10422718](#) "Nykaa Order No. - NYK-251997682-...".

This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]



[Watch Now!](#)

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[4WWDZL-K9ELN]

2/6/25, 10:48 AM

Gmail - Appeal Regarding Unresolved Ticket (ID: 10422718) – Incorrect Product Delivered (Order ID: NYK-251997682-7436701)

Nilesh Ubhale <nileshnubhale@gmail.com>

31 January 2025 at 19:24

To: "falguni.nayar@nykaa.com" <falguni.nayar@nykaa.com>

[Quoted text hidden]



Nilesh Ubhale <nileshnubhale@gmail.com>

Re: Nykaa Order No. - NYK-251997682-7436701.

14 messages

Mohammed Nadaf (Nykaa Support) <support@nykaa.com>

28 January 2025 at 15:33

Reply-To: Nykaa Support <support@nykaa.com>

To: nileshnubhale <nileshnubhale@gmail.com>

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

As per the telephonic conversation, this is with reference to your Nykaa Order ID: NYK-251997682-7436701.

Thank you for sharing the required details. We have escalated your concern to the Brand Support Team. Please allow us 48-72 hours to provide an update to you.

We appreciate your patience and understanding in this matter.

Best regards,

Adil Nadaf.

Nykaa Customer Support Team

www.nykaa.com | Your Beauty. Our Passion.

This email is a service from NYKAA.

[9LXM65-G2WR0]

Zulekha Batatawala (Nykaa Support) <support@nykaa.com>

29 January 2025 at 15:16

Reply-To: Nykaa Support <support@nykaa.com>

To: nileshnubhale <nileshnubhale@gmail.com>

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

Please accept our sincere apologies as the product delivered to you is wrong under Order ID: NYK-251997682-7436701.

Our shipments go through rigorous quality checks before they leave our warehouse. In the rare cases that such issues occur, we consider it our utmost priority to ensure strict action is taken.

We request you to attach a clear snapshot of the wrong product highlighting the product name/model along with the brand box so that we can initiate an internal inquiry.

Note : Once we have received the relevant snapshots mentioned above, if eligible, a replacement will be sent to you.

We look forward to hearing from you and appreciate your patience and understanding.

Best regards,

Nykaa Support Team

www.nykaa.com | Your Beauty. Our Passion

This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]

[9LXM65-G2WR0]

Nilesh Ubhale <nileshnubhale@gmail.com>

29 January 2025 at 15:26

To: Nykaa Support <support@nykaa.com>

Check it

[Quoted text hidden]

3 attachments



IMG20250128144127.jpg

3190K



IMG20250128144124.jpg

3209K



IMG20250128144139.jpg
3117K

Nykaa Support <support@nykaa.com>
Reply-To: Nykaa Support <support@nykaa.com>
To: Nilesh Nubhale <nileshnubhale@gmail.com>

29 January 2025 at 15:28

Check it



IMG20250128144124
JPG



IMG20250128144127
JPG



IMG20250128144139
JPG

This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]

[9LXM65-G2WR0]

Zulekha Batatawala (Nykaa Support) <support@nykaa.com>
Reply-To: Nykaa Support <support@nykaa.com>
To: Nilesh Nubhale <nileshnubhale@gmail.com>

29 January 2025 at 16:09

Request [#10423082](#) "Return or replace this different..." was closed and merged into this request. Last comment in request [#10423082](#):

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10423082

This email pertains to your Order ID: NYK-251997682-7436701.

Your concern has been escalated to the relevant team. Please allow us 24-48 hours to provide an update on the matter raised.

We appreciate your patience and understanding.

Best regards,

Nykaa Customer Support Team

www.nykaa.com | Your Beauty. Our Passion.



IMG20250128144124
JPG



IMG20250128144127
JPG



IMG20250128144139
JPG

This email is a service from NYKAA.

On January 29, 2025 at 9:58:01 AM UTC, Nilesh Nubhale nileshnubhale@gmail.com wrote:

Check it

[Quoted text hidden]



[Watch Now!](#)

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[9LXM65-G2WR0]

Zulekha Batatawala (Nykaa Support) <support@nykaa.com>
Reply-To: Nykaa Support <support@nykaa.com>
To: Nilesh Nubhale <nileshnubhale@gmail.com>

30 January 2025 at 15:50

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

This email pertains to your Nykaa Order Number NYK-251997682-7436701.

Upon investigation, we have confirmed that all the products in your order have been shipped accurately as per our records.

Thank you for your patience and understanding.

Best regards,

Nykaa Support Team

www.nykaa.com | Your Beauty. Our Passion

On 2025 M01 29 10:39:36 UTC, Zulekha Batatawala support@nykaa.com wrote:

Request [#10423082](#) "Return or replace this different..." was closed and merged into this request. Last comment in request [#10423082](#):

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10423082

This email pertains to your Order ID: NYK-251997682-7436701.

Your concern has been escalated to the relevant team. Please allow us 24-48 hours to provide an update on the matter raised.

We appreciate your patience and understanding.

Best regards,

Nykaa Customer Support Team

www.nykaa.com | Your Beauty. Our Passion.



IMG20250128144124
JPG



IMG20250128144127
JPG



IMG20250128144139
JPG

On 2025 M01 29 09:58:01 UTC, Nilesh Nubhale nileshnubhale@gmail.com wrote:

Check it



IMG20250128144124
JPG



IMG20250128144127
JPG



IMG20250128144139
JPG

On 2025 M01 29 09:46:37 UTC, Zulekha Batatawala support@nykaa.com wrote:

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

Please accept our sincere apologies as the product delivered to you is wrong under Order ID: NYK-251997682-7436701.

Our shipments go through rigorous quality checks before they leave our warehouse. In the rare cases that such issues occur, we consider it our utmost priority to ensure strict action is taken.

We request you to attach a clear snapshot of the wrong product highlighting the product name/model along with the brand box so that we can initiate an internal inquiry.

Note : Once we have received the relevant snapshots mentioned above, if eligible, a replacement will be sent to you.

We look forward to hearing from you and appreciate your patience and understanding.

Best regards,

Nykaa Support Team

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This email is a service from NYKAA.

[9LXM65-G2WR0]

Nilesh Ubhale <nileshnubhale@gmail.com>
To: Nykaa Support <support@nykaa.com>

30 January 2025 at 19:04

No, it has not. So return it

[Quoted text hidden]

Nykaa Support <support@nykaa.com>
Reply-To: Nykaa Support <support@nykaa.com>
To: Nileshnubhale <nileshnubhale@gmail.com>

30 January 2025 at 19:04

No, it has not. So return it

This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]
[9LXM65-G2WR0]

Zulekha Batatawala (Nykaa Support) <support@nykaa.com>
Reply-To: Nykaa Support <support@nykaa.com>
To: Nileshnubhale <nileshnubhale@gmail.com>

31 January 2025 at 10:20

Request [#10466793](#) "Appeal Regarding Unresolved Tick..." was closed and merged into this request. Last comment in request [#10466793](#):

To

CEO Nykaa

Subject: Appeal Regarding Unresolved Ticket (ID: 10422718) – Incorrect Product Delivered (Order ID: NYK-251997682-7436701)

Dear Sir,

I am writing to escalate my previous concern regarding my order (Order ID: NYK-251997682-7436701), which was addressed under Ticket ID: 10422718. Unfortunately, despite raising this issue, I have not received a satisfactory resolution.

The product I received was not what I had ordered, and after an initial investigation, it appears that the matter was not properly examined. I have evidence of the discrepancy, including a video, which I am willing to share for further clarification.

I kindly request that the product be either replaced or refunded at your earliest convenience. I am confident that with your intervention, this issue can be resolved quickly.

For reference, my contact details are:

Name: Nilesh Ubhale

Phone Number: 8329984521

Order ID: NYK-251997682-7436701

I look forward to your prompt assistance in resolving this matter. Thank you for your attention to this issue.

Warm regards,

Nilesh Ubhale

Watch Now!

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This email is a service from NYKAA.

On January 30, 2025 at 1:34:38 PM UTC, Nilesh Ubhale nileshubhale@gmail.com wrote:

No, it has not. So return it

[Quoted text hidden]



[Watch Now!](#)

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involved and their consequences.

[9LXM65-G2WR0]

Zulekha Batatawala (Nykaa Support) <support@nykaa.com>
Reply-To: Nykaa Support <support@nykaa.com>
To: Nileshnubhale <nileshnubhale@gmail.com>

31 January 2025 at 14:59

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

We are writing to address your concerns regarding Order ID: NYK-251997682-7436701.

Kindly allow us 72 hours to thoroughly investigate and provide you with an update.

Rest assured, we are committed to resolving this matter promptly.

We appreciate your support and patience

Best regards,

Nykaa Support Team

www.nykaa.com | Your Beauty. Our Passion

On 2025 M01 31 04:50:16 UTC, Zulekha Batatawala support@nykaa.com wrote:

Request [#10466793](#) "Appeal Regarding Unresolved Tick..." was closed and merged into this request. Last comment in request [#10466793](#):

To

CEO Naykaa

Subject: Appeal Regarding Unresolved Ticket (ID: 10422718) – Incorrect Product Delivered (Order ID: NYK-251997682-7436701)

Dear Sir,

I am writing to escalate my previous concern regarding my order (Order ID: NYK-251997682-7436701), which was addressed under Ticket ID: 10422718. Unfortunately, despite raising this issue, I have not received a satisfactory resolution.

The product I received was not what I had ordered, and after an initial investigation, it appears that the matter was not properly examined. I have evidence of the discrepancy, including a video, which I am willing to share for further clarification.

I kindly request that the product be either replaced or refunded at your earliest convenience. I am confident that with your intervention, this issue can be resolved quickly.

For reference, my contact details are:

Name: Nilesh Ubhale

Phone Number: 8329984521

Order ID: NYK-251997682-7436701

I look forward to your prompt assistance in resolving this matter. Thank you for your attention to this issue.

Warm regards,

Nilesh Ubhale

Watch Now!

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On 2025 M01 30 13:34:38 UTC, [nileshnubhale](#) nileshnubhale@gmail.com wrote:

No, it has not. So return it

On 2025 M01 30 10:20:16 UTC, Zulekha Batatawala support@nykaa.com wrote:

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

This email pertains to your Nykaa Order Number NYK-251997682-7436701.

Upon investigation, we have confirmed that all the products in your order have been shipped accurately as per our records.

Thank you for your patience and understanding.

Best regards,

Nykaa Support Team

www.nykaa.com | Your Beauty. Our Passion

[Quoted text hidden]

Sreelakshmi Gopinadhan (Nykaa Support) <support@nykaa.com>

3 February 2025 at 14:11

Reply-To: Nykaa Support <support@nykaa.com>

To: Nileshnubhale <nileshnubhale@gmail.com>

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

This email pertains to your Nykaa Order Number NYK-251997682-7436701.

Upon investigation, we have confirmed that the product in your order have been shipped accurately as per our records.

Thank you for your patience and understanding.

Best regards,

Nykaa Support Team

www.nykaa.com | Your Beauty. Our Passion

This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]

[9LXM65-G2WR0]

Nilesh Ubhale <nileshnubhale@gmail.com>

3 February 2025 at 14:45

To: Nykaa Support <support@nykaa.com>

No, it has not.

[Quoted text hidden]

Nykaa Support <support@nykaa.com>

3 February 2025 at 14:46

Reply-To: Nykaa Support <support@nykaa.com>

To: Nileshnubhale <nileshnubhale@gmail.com>

No, it has not.

This email is a service from NYKAA.

[Quoted text hidden]

[Quoted text hidden]

[9LXM65-G2WR0]

Sreelakshmi Gopinadhan (Nykaa Support) <support@nykaa.com>

4 February 2025 at 10:37

Reply-To: Nykaa Support <support@nykaa.com>

To: Nileshnubhale <nileshnubhale@gmail.com>

Dear Nilesh,

Greetings from Nykaa!

Ticket ID - 10422718

This is with reference to your Order ID: NYK-251997682-7436701.

An internal review with the concerned team, there were no issues with the shipments sent to you.

So, we will be unable to authorize any resolution for this issue.

We appreciate your patience and are happy to serve you if you have any further queries or concerns in the interim.

Best regards,

Nykaa Support Team

www.nykaa.com | Your Beauty. Our Passion

This email is a service from NYKAA.

On February 3, 2025 at 9:15:59 AM UTC, Nileshnubhale nileshnubhale@gmail.com wrote:

No, it has not.

[Quoted text hidden]

[9LXM65-G2WR0]