

Subject: Complaint Regarding Faulty Product and Poor Customer Support – Order #AGT34219

Dear ShopNow Electronics Support Team,

I am writing to express my dissatisfaction with a recent experience involving your company.

On May 28, 2025, I placed an order (Order ID: AGT34219) for a “VoltStream Smart Air Purifier” through your website. The product was delivered on June 1st. However, upon first use, the device failed to power on despite following all provided instructions. I attempted basic troubleshooting and even changed the power socket to ensure it wasn't an external issue.

Following this, I reached out to your customer support via phone and email on June 2nd. I was assured that someone from the technical team would get back to me within 24 hours. Unfortunately, I have not received any update, response, or support since then — even after two follow-up emails and a 22-minute hold time on your helpline with no assistance provided.

I am extremely disappointed with both the faulty product and the lack of any meaningful customer service. As a paying customer, I expect functional products and responsive support, neither of which was delivered in this case.

I request either a full refund or an immediate replacement unit, along with a proper explanation for the delay in communication. Please consider this a formal complaint.

Sincerely,

Rajat Mehra

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Order ID: AGT34219