Subject: Complaint against SparkTech merchant.

Dear AlphaMall,

I am disappointed by the AlphaMall services where a merchant can sell anything without any proper description for the product, Few days back I ordered a Laptop “HP Elitebook x360” from SparkTech Merchant. As per the product title and description, I was expecting a brand-new laptop but found it in a used laptop condition after receiving it in rough packing without a box today. After contacting the helpline and merchant directly, I got the answer from the merchant: “it is our mistake we were not able to mention it is used/refurbished in the description and title of the product” after that, they updated the product description and title immediately, fortunately, I saved the screenshot before their update. The screenshot is attached to this email where you can see the product details before and after the issue was identified. You can cross-verify from your databases when the merchant updated the description and title of the product.

**Who is responsible for this issue?** AlphaMall was a trusted place I have been recommending to people for years, but I won’t recommend it to anyone after this. Because here merchants can post any product and scam people who trust AlphaMall blindly, no accountability at all now at AlphaMall. Even for returning the product, I have to pay the courier fee which is a big headache and a waste of time too. I need a proper response and action against my complaint. I want my full refund including the processing fee.

Order Slip, Screenshots, and product images are in the attachment. For more details, I am available at 03153408454.

Sincerely,

Dr. Nabiha Gaffar

 