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**Re: Your Amazon.in Order**

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Sameer Nagpure <sam.nagpure@gmail.com>  
To: cs-reply@amazon.in

Tue, Aug 18, 2020 at 11:15 AM

Hi,

Refund of my original amount is my right, so that is processed. What about the compensation. You are smartly trying to avoid the same point in your replies.  
I must get double the amount as a refund. That is the only way I want to treat this particular instance.  
Otherwise, I will make the reply from the seller with the inappropriate reason to cancel the order viral on social media.

Thanks & Regards,  
Sameer

On Tue, Aug 18, 2020 at 10:50 AM Amazon.in <do-not-reply@amazon.in> wrote:



[Your Account](#) | [Amazon.in](#)

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**Message From Customer Service**

Hello Sameer,

Greetings from Amazon. Thank you for being a Prime member.

I'm sorry to know about the issue with your order # 171-1601817-1617911.

The order was placed with SHOPPERZONE LIMITED, one of the third party sellers on Amazon.in. The seller takes complete responsibility of the shipment.

I've taken a detailed note and shared the feedback. Being a seller in Amazon if they are doing such unhygienic issues it is impacting not only you but our brand value as well. We will never tolerate the same to happen. Thus, I have escalated this Issue to the concerned department.

The refund of Rs. 1,499.00 has been processed to your original payment method. It will be credited to your card account by August 25, 2020. You'll also receive notifications from us with refund reference number once the refund is successfully transferred to your account. Please check your bank account statement by August 26, 2020 to confirm if the refund is reflecting in your account.

I'd like to inform you that we've processed your refund from our end but your bank may take 3-5 business days to credit the refund amount in your account. Note : Saturday, Sunday and National Holidays are not considered as business days by the bank.

I am assuring you on this email that such occurrence will never happen with any of your future order. Please be assured that we are here to help you and we won't let down our valuable customers like you in any situation.

Thanks a lot for being a valuable Prime member with us. We look forward to seeing you again soon. Thank you for shopping with Amazon India.

We appreciate your feedback. Please use the buttons below to vote about your experience today

Warmest regards,  
Divya  
**Amazon.in**

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Thank you for your inquiry. Did I solve your problem?

Yes

No

Your feedback is helping us build Earth's Most Customer-Centric Company.

Download Amazon App and shop anytime, anywhere [www.amazon.in/apps](http://www.amazon.in/apps)

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### Need more help?

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#### Your Orders

Track, Edit or Cancel orders



#### Returns & Refunds

Return Items or Print Labels



#### Manage Addresses

Update, Add or Edit address



#### Manage Prime

View Prime Benefits or Cancel



#### Payments Settings

Add or Edit Payment Methods



#### Account Settings

Change Name, Email or Password

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#### Original Message

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

From: Sameer Nagpure <[sam.nagpure@gmail.com](mailto:sam.nagpure@gmail.com)>

Date: Tue, Aug 18, 2020 at 10:30 AM

Subject: Re: Your Amazon.in Order # 171-1601817-1617911

To: <[do-not-reply+A2WAVLPWES2OSA@amazon.in](mailto:do-not-reply+A2WAVLPWES2OSA@amazon.in)>

Hi,

Though, it is a mistake from the seller side, you are also equally responsible by not checking with the seller even after my alarming emails.

Now, I received an email from Seller without any apology, and mentioning his inability to deliver due to me being in the containment zone.

I must have received at least 5-7 deliveries in July/Aug itself, who decides the containment zone, the seller? This is not acceptable.

Please don't try to show any empathy which does not matter to me anyway after my daughter's birthday got ruined because of you.

I am only asking for double the amount of refund. I expect the next email only on this subject.

Thanks & Regards,  
Sameer

On Tue, Aug 18, 2020 at 9:21 AM Amazon.in <[do-not-reply@amazon.in](mailto:do-not-reply@amazon.in)> wrote:

> [image: Amazon]

> <[https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=3CJA0OLUYJM72&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fref%3Dpe\\_732761\\_40986351\\_gno\\_logo&H=BXSRH1FAIRGJLDHIHJZSBPCPMUEA&ref\\_=pe\\_732761\\_40986351\\_gno\\_logo](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=3CJA0OLUYJM72&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fref%3Dpe_732761_40986351_gno_logo&H=BXSRH1FAIRGJLDHIHJZSBPCPMUEA&ref_=pe_732761_40986351_gno_logo)>

> Your Account

> <[https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=1A4ZGJWSFME91&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fyour-account%3Fref\\_%3Dpe\\_732761\\_40986351&H=1GRHMLRELIA6JV6EZAACDAVNDP0A&ref\\_=pe\\_732761\\_40986351](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=1A4ZGJWSFME91&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fyour-account%3Fref_%3Dpe_732761_40986351&H=1GRHMLRELIA6JV6EZAACDAVNDP0A&ref_=pe_732761_40986351)>

> Amazon.in

> <[https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=94G4TGC08STD&T=C&U=http%3A%2F%2Fwww.amazon.in%2F%3Fref\\_%3Dpe\\_732761\\_40986351&H=AIADSB AJF3JXGIOABD5C9I868XMA&ref\\_=pe\\_732761\\_40986351](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=94G4TGC08STD&T=C&U=http%3A%2F%2Fwww.amazon.in%2F%3Fref_%3Dpe_732761_40986351&H=AIADSB AJF3JXGIOABD5C9I868XMA&ref_=pe_732761_40986351)>

> Message From Customer Service

> Hello Sameer,

>

> I have read all the details of your complaint. First of all, please accept  
> my sincere apologies on such an annoying situation which you have faced  
> with the product. I accept that is very unfortunate indeed and certainly  
> not up to Amazon standard.

>

> I deeply regret to know all the inconvenience caused to you with the  
> product "Shopperzone Limited 5 in 1 Inflatable 3 Seater Queen Size Sofa Cum  
> Bed with Pump and Carry Bag (Black) " with the Order No:  
> 171-1601817-1617911 where you have not received the product as the order  
> has been cancelled without your consent. Trust me this is not how we want  
> our customers to experience and I will definitely get your concern resolved.

>

> I completely agree with you that this incident has caused you a huge  
> impact especially the belief which you had at Amazon for purchasing the  
> product from Amazon by paying your hard earned money and believe me I have  
> no such words which could ever reveal the pain you are undergoing with the  
> Order. I know my apologies won't diminish you from all the hassles you went  
> through but I would request you to accept my sincere apologies on behalf of  
> entire Amazon team and I know how much you are disappointed with this and  
> I'm feeling really bad for all the hassles you have gone through.

>

> Also I have contacted the seller and the seller will contact you within 2  
> business days.

>

> I hope you treat this as an isolated issue and give us another chance to  
> serve you better going forward with us and ensuring you further that the  
> next time we would be much careful and definitely look into this issue and  
> try to reduce such incidents.

>

> Your patience and cooperation is highly appreciated in this issue.

>

> Thank you for contacting Amazon.in. Hope to see you again soon.

>

> We appreciate your feedback. Please use the buttons below to vote about

> your experience today

>

> Warmest regards,

> Moley

> \*Amazon.in\*

>

> \*Thank you for your inquiry. Did I solve your problem?\*

> Yes

> <[https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=2K6TEAW7EEMKF&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D\\*\\*\\*\\*\\*&H=ZDHO6HX7L4PVVFFCXKAAMDTJDUA&ref\\_pe\\_732761\\_40986351\\_cscem\\_hmdyes\\_ht\\_1](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=2K6TEAW7EEMKF&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D*****&H=ZDHO6HX7L4PVVFFCXKAAMDTJDUA&ref_pe_732761_40986351_cscem_hmdyes_ht_1)>

> No

> <[https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=3RBE8RQE7IIZU&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D\\*\\*\\*\\*\\*&H=VLZIQTBASOIKOBAPMKP3L57QQJGA&ref\\_pe\\_732761\\_40986351\\_cscem\\_hmdno\\_ht\\_1](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=3RBE8RQE7IIZU&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D*****&H=VLZIQTBASOIKOBAPMKP3L57QQJGA&ref_pe_732761_40986351_cscem_hmdno_ht_1)>

>

> Your feedback is helping us build Earth's Most Customer-Centric Company.

>

> Download Amazon App and shop anytime, anywhere [www.amazon.in/apps](http://www.amazon.in/apps)

> Need more help?

> [image: Your Orders]

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> Your Orders

> <[https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=278ZSXSPRJT5U&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fcss%2Forder-history%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_yo&H=BTNCGJC429VHRMBEMD3VOO2IJGSA&ref\\_pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_yo](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=278ZSXSPRJT5U&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fcss%2Forder-history%2Fref%3Dpe_732761_40986351_cu_ssl_kc_yo&H=BTNCGJC429VHRMBEMD3VOO2IJGSA&ref_pe_732761_40986351_cu_ssl_kc_yo)>

> Track, Edit or Cancel orders

> [image: Returns & Refunds]

> <[https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=3TKSF3ELRT3ED&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fcss%2Forder-history%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_rr&H=18DBOGALFFZV5FQHG32R1AWR4QYA&ref\\_pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_rr](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=3TKSF3ELRT3ED&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fcss%2Forder-history%2Fref%3Dpe_732761_40986351_cu_ssl_kc_rr&H=18DBOGALFFZV5FQHG32R1AWR4QYA&ref_pe_732761_40986351_cu_ssl_kc_rr)>

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O2AFF4PZF7GA8VOS330W9RPGLV0A&ref\_pe\_732761\_40986351\_cu\_ssl\_kc\_rr>

> Return Items or Print Labels

> [image: Manage Addresses]

> <[https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=4HTJ86NH75YO&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fa%2Faddresses%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_dc&H=A53DNTIFLDNLPJHNU2OBHMYESIA&ref\\_pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_dc](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=4HTJ86NH75YO&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fa%2Faddresses%2Fref%3Dpe_732761_40986351_cu_ssl_kc_dc&H=A53DNTIFLDNLPJHNU2OBHMYESIA&ref_pe_732761_40986351_cu_ssl_kc_dc)>

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> Update, Add or Edit address

> [image: Manage Prime]

> <[https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=2SF1K22UL4NV&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fprimecentral%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_mp&H=US0BHIVUTXL3SKO6CCNODIHO8LUA&ref\\_pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_mp](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=2SF1K22UL4NV&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fprimecentral%2Fref%3Dpe_732761_40986351_cu_ssl_kc_mp&H=US0BHIVUTXL3SKO6CCNODIHO8LUA&ref_pe_732761_40986351_cu_ssl_kc_mp)>

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> View Prime Benefits or Cancel

> [image: Payments Settings]

> <[https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=3D3JVF6J9XBAJ&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fcpe%2Fmanagepaymentmethods%3Fref%3Dcu\\_ssl\\_kc\\_po%26ref\\_%3Dpe\\_732761\\_40986351&H=NAJFUPA4K7YJXNYGN6WSPVRY7C4A&ref\\_pe\\_732761\\_40986351](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=3D3JVF6J9XBAJ&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fcpe%2Fmanagepaymentmethods%3Fref%3Dcu_ssl_kc_po%26ref_%3Dpe_732761_40986351&H=NAJFUPA4K7YJXNYGN6WSPVRY7C4A&ref_pe_732761_40986351)>

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> Add or Edit Payment Methods

> [image: Account Settings]

> <[https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=1NJ0P4WGP9H04&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fap%2Fcne%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_as%3F\\_encoding%3DUTF8%26openid.assoc\\_handle%3Dinflex%26openid&H=IHJ0XLOGHAF9KZGGILNCJWAW60A&ref\\_pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_as](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=1NJ0P4WGP9H04&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fap%2Fcne%2Fref%3Dpe_732761_40986351_cu_ssl_kc_as%3F_encoding%3DUTF8%26openid.assoc_handle%3Dinflex%26openid&H=IHJ0XLOGHAF9KZGGILNCJWAW60A&ref_pe_732761_40986351_cu_ssl_kc_as)>

> Account Settings

> <[https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=1GK48N2IOJ4FR&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fap%2Fcne%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_as%3F\\_encoding%3DUTF8%26openid.assoc\\_handle%3Dinflex%26openid&H=JVPYHHIR915TCD0VNLTDUIV03UA&ref\\_pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_as](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200818035108b09d9e48180747f886bac8e9cde0p0eu&R=1GK48N2IOJ4FR&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fap%2Fcne%2Fref%3Dpe_732761_40986351_cu_ssl_kc_as%3F_encoding%3DUTF8%26openid.assoc_handle%3Dinflex%26openid&H=JVPYHHIR915TCD0VNLTDUIV03UA&ref_pe_732761_40986351_cu_ssl_kc_as)>

> Change Name, Email or Password

>

> \*Original Message\*

> Hi,

>

> My order has been cancelled without my consent. That is the least I was

> expecting. Already you have ruined my daughter's birthday.

> As mentioned in my previous mail, I want a refund of double the item

> amount. I don't care whether you bear the cost or seller.

>

>

> Thanks & Regards,

> Sameer

>

>

> On Mon, Aug 17, 2020 at 9:05 AM Amazon.in <[do-not-reply@amazon.in](mailto:do-not-reply@amazon.in)> wrote:

>

> > [image: Amazon]

> > <

> > [https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=3H6K08YDZR7OO&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fref%3Dpe\\_732761\\_40986351\\_gno\\_logo&H=VECLYA05DLXAXXAYIJZRLWFIM48A&ref\\_=pe\\_732761\\_40986351\\_gno\\_logo](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=3H6K08YDZR7OO&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fref%3Dpe_732761_40986351_gno_logo&H=VECLYA05DLXAXXAYIJZRLWFIM48A&ref_=pe_732761_40986351_gno_logo)>

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> > Your Account

> > <

> > [https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=GPY03NUIE430&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fyour-account%3Fref\\_%3Dpe\\_732761\\_40986351&H=OTNVEFEWUIVFWZTSENQKKF9XHX8A&ref\\_=pe\\_732761\\_40986351](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=GPY03NUIE430&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fyour-account%3Fref_%3Dpe_732761_40986351&H=OTNVEFEWUIVFWZTSENQKKF9XHX8A&ref_=pe_732761_40986351)>

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> > Amazon.in

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> > [https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=1B57KKO2LCI4Q&T=C&U=http%3A%2F%2Fwww.amazon.in%2F%3Fref\\_%3Dpe\\_732761\\_40986351&H=TM8VAIEBBXTSCY5O0QGWNQ2EFR0A&ref\\_=pe\\_732761\\_40986351](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=1B57KKO2LCI4Q&T=C&U=http%3A%2F%2Fwww.amazon.in%2F%3Fref_%3Dpe_732761_40986351&H=TM8VAIEBBXTSCY5O0QGWNQ2EFR0A&ref_=pe_732761_40986351)>

>

> > Message From Customer Service

> > Hello Sameer,

> >

> > I acknowledge your concern regarding the product "Shopperzone Limited 5

> > in

> > 1 Inflatable 3 Seater Queen Size Sofa Cum Bed with Pump and Carry Bag

> > (Black)" which has not been delivered till yet placed under Order No:

> > 171-1601817-1617911.

> >

> > As soon as I have gone through your email I came to know that the

> > product

> > was ordered on Sunday 9 August 2020 11:22 AM and it was supposed to be  
> > delivered by Monday 17 August 2020.

> >

> > From your mail, I can realise that you had a poor experience for your  
> > order as you need that product in an urgent basis because you want to  
> > gift  
> > the product on your daughter's birthday thus you have already contacted  
> > with us multiple time for urgent need of the product and our previous  
> > executives have assured you that you will get that product within today.  
> > But till date you did not get the product due to seller "SHOPPERZONE  
> > LIMITED" inconvenience.

> >

> > I can realize that you are eagerly waiting for your product and this  
> > product is very important to you and you need it in your hands in no  
> > time,  
> > to make this possible Team Amazon takes the whole responsibility to get  
> > this delivered.

> >

> > To help you in this regard, I have escalated your matter to our concern  
> > team so that they will take the necessary action against the seller as  
> > we  
> > don't want to disappoint to our valuable Prime customer like you.

> >

> > Upon checking with my resources, I could see that your product will be  
> > delivered within Monday 17 August 2020 (At 9PM).

> >

> > Be assured we try to our best to deliver your product within above  
> > mentioned timeline.

> >

> > If i relate this situation to myself on behalf of you then I can  
> > understand your situation what you must be feeling right now we are  
> > really  
> > sorry for the Inconvenience caused to you on behalf of whole Amazon  
> > Team.

> >

> > As an Email representative I hope you understand that we don't have any  
> > option to arrange a call back for you hence If have any further Issues  
> > regrading your concern please feel free to write us back or you can also  
> > contact us through live medium by clicking below link so that we can  
> > provide an instant resolution regarding it.

> >

> > [https://www.amazon.in/gp/help/customer/contact-us/ref=cs\\_em\\_cu](https://www.amazon.in/gp/help/customer/contact-us/ref=cs_em_cu)

> > <

> [https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=1VVA80MVOJHC4&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fcustomer%2Fcontact-us%2Fref%3Dpe\\_732761\\_40986351\\_cs\\_em\\_cu&H=XP52CODOWFDKVA77WD8P6DCLAFUA&ref\\_=pe\\_732761\\_40986351\\_cs\\_em\\_cu](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=1VVA80MVOJHC4&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fcustomer%2Fcontact-us%2Fref%3Dpe_732761_40986351_cs_em_cu&H=XP52CODOWFDKVA77WD8P6DCLAFUA&ref_=pe_732761_40986351_cs_em_cu)>

>

>> ;

>>

>> On a personal level, I appreciate your patience, cooperation and  
>> understanding in this matter. It is our privilege to have you as our  
> valued

>> customer & we want to make sure you are always taken care of.

>>

>> Again I would like to thank you for your ongoing support and continual  
>> purchases throughout the years and being a valuable part of Amazon.

>>

>> It was great pleasure assisting you and Thank you for being a Loyal  
> Prime

>> Customer of Amazon.

>>

>> We appreciate your feedback. Please use the buttons below to vote about  
>> your experience today

>>

>> Warmest regards,

>> Mousumi

>> \*Amazon.in\*

>>

>> \*Thank you for your inquiry. Did I solve your problem?\*

>> Yes

>> <

> [https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=22B7BX0AKKE0H&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D\\*\\*\\*\\*\\*&H=QLEHISYE06RDOUXMMWZU9AHQZAWA&ref\\_=pe\\_732761\\_40986351\\_cscem\\_hmdyes\\_ht\\_1](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=22B7BX0AKKE0H&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D*****&H=QLEHISYE06RDOUXMMWZU9AHQZAWA&ref_=pe_732761_40986351_cscem_hmdyes_ht_1)>

>

>> No

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> [https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=1PQK1TL0UQ29C&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D\\*\\*\\*\\*\\*&H=23SXT6YGHWZJALPTYIBNOH7F6F0A&ref\\_=pe\\_732761\\_40986351\\_cscem\\_hmdno\\_ht\\_1](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=1PQK1TL0UQ29C&T=C&U=http%3A%2F%2Fwww.amazon.in%2Fgp%2Fhelp%2Fsurvey%3Fp%3D*****&H=23SXT6YGHWZJALPTYIBNOH7F6F0A&ref_=pe_732761_40986351_cscem_hmdno_ht_1)>

>

>>

>> Your feedback is helping us build Earth's Most Customer-Centric Company.

>>

>> Download Amazon App and shop anytime, anywhere [www.amazon.in/apps](http://www.amazon.in/apps)

>> Need more help?

>> [image: Your Orders]

>> <

> [https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=3O86LHN8AAI68&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fcss%2Forder-history%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_yo&H=](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=3O86LHN8AAI68&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fcss%2Forder-history%2Fref%3Dpe_732761_40986351_cu_ssl_kc_yo&H=)



MC8ZPHTDLYXPWDMFIZXI6OROALQA&ref\_=pe\_732761\_40986351\_cu\_ssl\_kc\_yo>

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> > Your Orders

> > <

> [https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=FO9XU76D5RKO&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fcss%2Forder-history%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_yo&H=CR9JTXND3U5ABUAFDULSVZXOEWMA&ref\\_=pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_yo](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=FO9XU76D5RKO&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fcss%2Forder-history%2Fref%3Dpe_732761_40986351_cu_ssl_kc_yo&H=CR9JTXND3U5ABUAFDULSVZXOEWMA&ref_=pe_732761_40986351_cu_ssl_kc_yo)>

>

> > Track, Edit or Cancel orders

> > [image: Returns & Refunds]

> > <

> [https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=1B93KKUJYWEWH&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fcss%2Forder-history%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_rr&H=DEYOVVFSC4GMAO3TKYTLHGPGOJ4A&ref\\_=pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_rr](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=1B93KKUJYWEWH&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fcss%2Forder-history%2Fref%3Dpe_732761_40986351_cu_ssl_kc_rr&H=DEYOVVFSC4GMAO3TKYTLHGPGOJ4A&ref_=pe_732761_40986351_cu_ssl_kc_rr)>

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> > Returns & Refunds

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> [https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=W1O7UFO62JA0&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fcss%2Forder-history%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_rr&H=DACLWAKIV3OAH9CZHRMMQG8KPAA&ref\\_=pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_rr](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=W1O7UFO62JA0&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fcss%2Forder-history%2Fref%3Dpe_732761_40986351_cu_ssl_kc_rr&H=DACLWAKIV3OAH9CZHRMMQG8KPAA&ref_=pe_732761_40986351_cu_ssl_kc_rr)>

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> > Return Items or Print Labels

> > [image: Manage Addresses]

> > <

> [https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=2MRBDBFDMQDJ3&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fa%2Faddresses%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_dc&H=JFTMF6ZCOPXIYGJNHVLOGCLAJKAA&ref\\_=pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_dc](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=2MRBDBFDMQDJ3&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fa%2Faddresses%2Fref%3Dpe_732761_40986351_cu_ssl_kc_dc&H=JFTMF6ZCOPXIYGJNHVLOGCLAJKAA&ref_=pe_732761_40986351_cu_ssl_kc_dc)>

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> > Manage Addresses

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>

> > Update, Add or Edit address

> > [image: Manage Prime]

> > <

> [https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=21OYUSLLCZN71&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fprimecentral%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_mp&H=UDC8BKCEAFHKCFIXSORFN8D6TXMA&ref\\_=pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_mp](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=21OYUSLLCZN71&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fprimecentral%2Fref%3Dpe_732761_40986351_cu_ssl_kc_mp&H=UDC8BKCEAFHKCFIXSORFN8D6TXMA&ref_=pe_732761_40986351_cu_ssl_kc_mp)>

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> > Manage Prime

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> [https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=1EUA2MA3BEJZ3&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fprimecentral%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_mp&H=46B0APQBLRP8RWMTOAYLAF11RYA&ref\\_=pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_mp](https://www.amazon.in/gp/r.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=1EUA2MA3BEJZ3&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fgp%2Fprimecentral%2Fref%3Dpe_732761_40986351_cu_ssl_kc_mp&H=46B0APQBLRP8RWMTOAYLAF11RYA&ref_=pe_732761_40986351_cu_ssl_kc_mp)

>

> > View Prime Benefits or Cancel

> > [image: Payments Settings]

> > <

> [https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=3CL68Z9WCZWFW&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fcpe%2Fmanagepaymentmethods%3Fref%3Dcu\\_ssl\\_kc\\_po%26ref\\_%3Dpe\\_732761\\_40986351&H=1N0O6TWQJFQX9A0SYRJZ7PUH7EUA&ref\\_=pe\\_732761\\_40986351](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=3CL68Z9WCZWFW&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fcpe%2Fmanagepaymentmethods%3Fref%3Dcu_ssl_kc_po%26ref_%3Dpe_732761_40986351&H=1N0O6TWQJFQX9A0SYRJZ7PUH7EUA&ref_=pe_732761_40986351)

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> > Payments Settings

> > <

> [https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=3UEL96B82413X&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fcpe%2Fmanagepaymentmethods%3Fref%3Dcu\\_ssl\\_kc\\_po%26ref\\_%3Dpe\\_732761\\_40986351&H=KZKCCVXE8MAO61I3SJAZRXD6NMEA&ref\\_=pe\\_732761\\_40986351](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=3UEL96B82413X&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fcpe%2Fmanagepaymentmethods%3Fref%3Dcu_ssl_kc_po%26ref_%3Dpe_732761_40986351&H=KZKCCVXE8MAO61I3SJAZRXD6NMEA&ref_=pe_732761_40986351)

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> > Add or Edit Payment Methods

> > [image: Account Settings]

> > <

> [https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=G9XLQ2I1CTPV&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fap%2Fcne%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_as%3F\\_encoding%3DUTF8%26openid.assoc\\_handle%3Dinflex%26openid&H=VNOWVLRN74ROPDUCVZTYJKJBPTMA&ref\\_=pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_as](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=G9XLQ2I1CTPV&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fap%2Fcne%2Fref%3Dpe_732761_40986351_cu_ssl_kc_as%3F_encoding%3DUTF8%26openid.assoc_handle%3Dinflex%26openid&H=VNOWVLRN74ROPDUCVZTYJKJBPTMA&ref_=pe_732761_40986351_cu_ssl_kc_as)

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> > Account Settings

> > <

> [https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=HE5US96RHF8&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fap%2Fcne%2Fref%3Dpe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_as%3F\\_encoding%3DUTF8%26openid.assoc\\_handle%3Dinflex%26openid&H=JUDJVXBZIDALAFKA4FFVSYFDYB0A&ref\\_=pe\\_732761\\_40986351\\_cu\\_ssl\\_kc\\_as](https://www.amazon.in/gp/f.html?C=1W8UVPW1YY03R&K=35IQH5DDB4U2N&M=urn:rtn:msg:20200817033540e97237e4eaf341b189900721e3d0p0eu&R=HE5US96RHF8&T=C&U=https%3A%2F%2Fwww.amazon.in%2Fap%2Fcne%2Fref%3Dpe_732761_40986351_cu_ssl_kc_as%3F_encoding%3DUTF8%26openid.assoc_handle%3Dinflex%26openid&H=JUDJVXBZIDALAFKA4FFVSYFDYB0A&ref_=pe_732761_40986351_cu_ssl_kc_as)

>

> > Change Name, Email or Password

> >

> > \*Original Message\*

> > ORDER # 171-1601817-1617911 - Shopperzone Limited 5 in 1 Inflatable 3

> > Seater Queen Size Sofa Cum Bed with Pump and Carry Bag (Black)

> >

> > Hi,

> >

> > Please refer the above mentioned order. Delivery date is today's,

> > however,

> > item is not yet dispatched.

> >

> > I have been following up with your CS team on chat since the last 3-4  
> days

> > and I was given assurance that the product is in my location, so it will  
> > be

> > delivered to me on 17th Aug. Today also it is in the same state. I have  
> > been in touch with your CS Gayathri, Nitish and today Ravinder in the  
> last

> > 3-4 days.

> >

> > Today is my daughter's birthday and I wanted to gift her this product.

> > What

> > is the point I am following up for last 3-4 days? My concern is, even

> > after

> > my follow-up your team has not checked with the seller. Today, your CS

> > executive wrote that this is a Seller-fulfilled order. How does that

> > matter

> > to me?

> >

> > Is this the way you play with customer emotions? You have ruined my

> > daughter's birthday.

> >

> > Now, I am very clear, if the product doesn't get delivered today, I want

> > double the product amount as a refund. Either you bear the cost or

> seller,

> > I don't care.

> >

> >

> > Thanks & Regards,

> > Sameer

> >

>