
Subject: Re: Complain Smart watch not as per advertisement and display

From: naveen kajaria <naveen.zookr@gmail.com> on Mon, 24 Dec 2018 12:42:12

To: Sunil Raj <sunil_9614@rediffmail.com>

Dear Customer,

Sorry to inform you that your case is not eligible for replacement or refund as per our policy.

We have delivered the product as was shown on the website. Hence your request cannot be accepted and we are going to close your case. For more information, please read our return policy_ [here](#).

Regards
Team Zookr

On Mon, Dec 24, 2018 at 12:12 PM Sunil Raj <sunil_9614@rediffmail.com> wrote:

Dear Mr. Naveenji

I don't like received product i want as per advertise phantom 4G Smart Watch so kindly request you to please change this product otherwise given back my money.

Thanks and do the needful.

Sunil J. Parmar

[M] +91-9898400166

From: naveen kajaria <naveen.zookr@gmail.com>
Sent: Mon, 24 Dec 2018 11:16:19
To: Sunil Raj <sunil_9614@rediffmail.com>
Subject: Re: Complain Smart watch not as per advertisement and display

Dear Customer,

Thank you for contacting us. We have tried to provide the best deal to our customers at the best price possible. Please keep using the products. If you face any kind of issue with them, we will help you in resolving them.

On Sat, Dec 22, 2018 at 5:09 PM Sunil Raj <sunil_9614@rediffmail.com> wrote:

Please find herewith attached Advertisement Photo & Received Watch Photo. Please immediate replace or return my money.

my mail Complain ticket No. zookr.freshdesk.com/support/tickets/30235 Dtd. 20.12.2018

Please do the needful.

Thanks

Sunil J. Parmar

[M] +91-9898400166

From: "Sunil Raj"<sunil_9614@rediffmail.com>
Sent: Thu, 20 Dec 2018 19:57:41
To: "help@zookr.in"<help@zookr.in>

Subject: Complain Smart watch not as per advertisement and display

Dear Sir,

My Name : Sunil J Parmar Blue Dart COD No. 59584328274

As per above subject i online purchase phantom 4G Smart watch but in the box wrong watch available. So i kindly request you to please change my watch as per display or given my money return me.

Thanks and do the needful.
