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Urgent Escalation – Refund Pending Despite Credit Note Approval Request

Ramakrishna A <ambatiramakrishna18@gmail.com>

Wed, 3 Jun at 23:57

To: <crm@sathya.email>

Cc: <info@sathyaIndia.com>, <salvkn1@sathya.org>, <sureshathem@sathya.org>, <palepukiran@sathya.org>, <prudhvi.a@sathya.org>

Dear Sir/Madam,

I am writing to escalate my refund request regarding the refrigerator purchased from Sathya Agencies, Vinukonda Branch.

I purchased an LG Refrigerator (Model: GLD1935ZORB) through card payment of ₹17,490. After the purchase, I was informed that the ordered stock was unavailable and was asked to accept a demo/display piece. I declined and requested either a new product or a refund.

- **Customer Name:** Sanjeev Reddy
- **Customer No:** 9908591117
- **Invoice Number:** 2603540LC0000310
- **Product Model:** LG Fridge GLD1935ZORB
- **Payment Method:** Card
- **Amount:** ₹17,490
- **Remarks:** Price issue
- **Branch:** Vinukonda
- **Branch Manager:** B. Venkata Rao
- **Date:** 15 May 2026

I have now learned that the Vinukonda Branch had already sent an internal email on 15 May 2026 requesting approval for a Credit Note against my invoice:

Invoice Number: 2603540LC0000310

Product Model: LG GLD1935ZORB

Amount Paid: ₹17,490

Despite this internal request, the refund has still not been processed and I have not received any clear timeline for resolution.

I request that the refund be processed immediately and credited back to my original payment method. Kindly provide:

1. Current status of the Credit Note approval.
2. Expected refund date.
3. Refund reference number once processed.

If the refund is not completed within 3 working days, I will be constrained to file a formal complaint with the National Consumer Helpline and the Consumer Commission, along with all supporting documents and email evidence.

I look forward to your immediate action and written confirmation.

Regards,
Sanjeeva Reddy.

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