



**Complaint Regarding Non-Delivery, False Commitment & Unfair Charges – Order No: 2603950LC0000011**

1 message

**suresh** <sureshm2021@gmail.com>  
To: info@sathyaindia.com, sales@sathyaagencies.com  
Cc: nhc-ca@gov.in, pgportal@nic.in, Suresh M <sureshm2021@gmail.com>

Fri, Apr 3, 2026 at 8:24 AM

Respected Sir/Madam,

I am writing to formally lodge a complaint against your Tadepalli (Vijayawada) branch regarding a very disappointing experience I faced recently.

I, Suresh Mathrapu, purchased a refrigerator (Haier HRB600KGU1) from your store on 1st April 2026 (Order Booking No: 2603950LC0000011). At the time of purchase, I clearly informed your sales team that 2nd April 2026 was my wedding day and requested delivery on 1st April.

However, your staff informed me that same-day delivery was not possible and assured me that the product would be delivered on 2nd April morning without fail. They also promised that installation and demo would be arranged on the same day.

Unfortunately, the product was NOT delivered on 2nd April as promised. When I contacted your team, I was informed that delivery was not possible. Further, I was unexpectedly asked to pay an additional amount of ₹4,000/- for delivery to my flat (5th floor), which was never clearly communicated at the time of purchase.

I am deeply disappointed with:

- Failure to honor the committed delivery date
- Misleading promises made by sales staff
- Sudden demand for additional charges after payment
- Lack of professionalism and respect in customer handling

This purchase was meant as a special gift for my wife on our wedding day. Due to your team's negligence, I was unable to fulfill my promise, which caused me great personal disappointment and embarrassment.

I request you to:

1. Take immediate action and ensure urgent delivery without any additional unfair charges
2. Investigate the behavior of your staff and take appropriate action
3. Ensure such incidents do not happen to other customers in the future

I hope for a prompt and fair resolution to this issue.

Thanking you,

Suresh Mathrapu  
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Mangalagiri, Guntur District  
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