

To
The SHO
Police Station,
Rajouri Garden,
New Delhi 110027

DY. No. 96A
DATE 31/05/25
I.O. H.C. Shrivastava
D.O.



Date: 31-05-2025

Subject: Fraud/Cheating done regarding New Samsung Z Flip 6 mobile phone

Respected Sir,

I had placed an On-Line order for purchase of a new mobile phone "Samsung Flip Z 6" through Amazon.in on 21 MAY, 2025 WEDNESDAY (Details are mentioned on Invoice Attached).

Instead, a defective or used Phone was delivered at my house on 22 MAY, 2025 THURSDAY AT 6:34 PM. I immediately brought this in knowledge of Amazon Customer Support. They suggested me to apply for a "Return" of phone and they will Refund the amount. Accordingly, I applied for "Return" on 22 MAY, 2025 THURSDAY AT 6:55 PM.

They allotted the Date/Time slot of 24 May, 2025 between 7 AM to 10 PM, for the Pick-up of phone. Amazon Pick-up boy came at my house (in between allotted slot date & time) on 24 MAY, 2025 SATURDAY AT 7:50 AM and collected the phone after thorough inspection along with the Box, the Packet in which it came.

The pickup boy even took up pictures of the phone and feeded some data on his App on his mobile phone in front of me, like normal delivery/pickup agents do. After satisfaction he said OK he is taking this phone and I will receive a message shortly from Amazon about the Return and refund will be processed after that.

To my surprise another pickup person came to our home in the afternoon (same day Saturday 24 May 2025) for the Return of phone. I was shocked as the item had already stand Returned to them. This boy said we don't need to worry, as sometimes Amazon warehouse updates the returns and pickups by the end of day.

When one day passed, I called them for the return status. They said Amazon has Not recieved the Return package and I should wait for some more time and while they will try to locate my return package. After 6 days of investigation, on 30 MAY, 2025 they have declared that they did not receive my mobile phone back at their warehouse and now they cannot return my money as refund.

It appears that a fraud/cheating has been perpetuated on me by miscreants. I shall be grateful and feel obliged if you look into the entire matter and take necessary action.

Thanking you,

A handwritten signature in blue ink that reads 'Manpreet Singh Chandoak'.

Manpreet Singh Chandoak

Address: F-74, First Floor, Rajouri Garden, New Delhi 110027

Ph. 9811180177

P.S. Original Invoice is Enclosed herewith.

Product Detail: Samsung Flip Z 6 Phone 12GB/256GB (IMEI: 355951710031837 / 356402630031837)