



Mahesh Pratap Singh Yogi M P Singh <yogimpsingh@gmail.com>

OD332617717429323100 [Incident: IN24112412571375480447]

6 messages

Customer Support <cs@nct.flipkart.com>
Reply-To: cs@flipkart.com
To: Customer <yogimpsingh@gmail.com>

4 December 2024 at 20:57



Hi,

Order ID-OD332617717429323100
Product - APC BX600C-IN BACK - UPS 600 UPS

We understand the trouble that you had to go through and we are sorry for the same.

We would request you to reach out to the brand for post sales support related issues, which are mentioned below:-

Authorized Service Center Details: -

Service provider - Schneider Electric India | More Digital, More Sustainable:

Website - <https://www.se.com>

APC Support link :-<https://www.se.com/in/en/work/support/apc/>

Toll Free no Schneider Electric:-
1800 103 0011

Location wise address: -

Sun power conversion power limited
Mob No - 9415013712
Name - Anuj Kumar - Service engineer
Pin - 231001

Hope this help.

Thanks,
Rakesh Roshan
Flipkart Customer Support

Your Query (2024-11-30 08:34:44)

You quoted in the trail email as follows.

We would request you to reach out to the brand for any warranty related issues, please call (076195 12302) they will assist you further.

Most respected staff of the Flipkart online shopping please provide more details about Holder of this mobile number and the body which will provide the warranty services because it is not possible for a law abiding citizen to call an anonymous number.

If the service provider is a brand then there should not be hesitation in providing the office address and communication address of the brand which

is providing public services. I think that there is no benefit in keeping secret the brand identity which is providing services to the consumers regarding warranty of the sold item. Whether it is not cryptic and mysterious dealings in which the identity of the service provider concerning warranty is being kept confidential.

Flipkart Customer Support (2024-11-27 18:21:03)

Hi,

Order ID-OD332617717429323100
Product - APC BX600C-IN BACK - UPS 600 UPS

Thank you for your time on call.

We understand the trouble that you had to go through and we are sorry for the same.

I am writing from Flipkart team, I assure you that we will take complete ownership of the case and solve the same with the best possible resolution available with us.

We would request you to reach out to the brand for any warranty related issues, please call to (076195 12302) they will assist you further.

I request you to reply to this mail thread in case of any queries, questions, or updates needed for the issue we are addressing so that the issue is channelized and it will also help in prioritizing the resolution of the case.

We appreciate your support and understanding in this regard.

Thanks,
Deepa Sarker
Flipkart Customer Support

24x7 Customer Support. Buyer Protection Policy. Flexible Payment Options. Largest Collection

Mahesh Pratap Singh Yogi M P Singh <yogimpsingh@gmail.com>
To: sunpower.lucknow@gmail.com

5 December 2024 at 17:54

[Quoted text hidden]

Mahesh Pratap Singh Yogi M P Singh <yogimpsingh@gmail.com>
To: sunpower.lucknow@gmail.com

5 December 2024 at 17:57

I did the product registration on your website. The matter concerns the backup issue.

[Quoted text hidden]

2 attachments

 **Gmail - Product Registration Summary.pdf**
181K

 **Gmail - OD332617717429323100 [Incident_ IN24112412571375480447].pdf**
186K

Mahesh Pratap Singh Yogi M P Singh <yogimpsingh@gmail.com>

5 December 2024 at 18:05

To: sunpower.lucknow@gmail.com

One email has also been sent by FlipKart online shopping. Please take a glance at that email also.

[Quoted text hidden]

 **Gmail.pdf**
182K

Anuj Shukla <sunpower.lucknow@gmail.com>

5 December 2024 at 18:33

To: Mahesh Pratap Singh Yogi M P Singh <yogimpsingh@gmail.com>

Dear Sir,

Kindly register the complaint and share the case ID through mail or toll free.

Mail ID: "SM APA India Info" <indiainfo@se.com>

Toll free: 1800 103 0011

So that we can take appropriate action.

Thanks and Regards,

Anuj,

SPS VNS.

From: Mahesh Pratap Singh Yogi M P Singh <yogimpsingh@gmail.com>

Sent: Thursday, December 5, 2024 6:05 PM

To: sunpower.lucknow@gmail.com <sunpower.lucknow@gmail.com>

Subject: Re: OD332617717429323100 [Incident: IN24112412571375480447]

[Quoted text hidden]

Mahesh Pratap Singh Yogi M P Singh <yogimpsingh@gmail.com>

5 December 2024 at 19:33

To: Anuj Shukla <sunpower.lucknow@gmail.com>

Flipkart Complaint: APC Back-UPS 600 Issue

Please visit the aforementioned Link to know about the complaint details.

[Quoted text hidden]