

Nov 07, 2024

Invoice ID: 14653933

INVOICE

To **MAHESH PRATAP
SINGH YOGI M P
SINGH**

N/A, Mohalla
Surekapuram,
Jabalpur Road
Mirzapur-231001
Uttar Pradesh, India

From **ENDURANCE
INTERNATIONAL GROUP
(INDIA) PRIVATE LIMITED**

Unit No.401,4th Floor, IT
Building 3,Nesco IT Park,,
Nesco Complex, Western
Express Highway,, Goregaon
(East),
Mumbai-400063
Maharashtra, India

Place of Supply: Uttar Pradesh

GST ID:
27AAECD1043M1ZP

Addition of Starter Plan for yogi.systems for 60 months	INR 11940.0
Discount	INR 7799.21
SUB-TOTAL	INR 4140.79
IGST (18.00%)	INR 745.34
TOTAL	INR 4886.13

SAC: 998315

DUPLICATE FOR SUPPLIER

Thank you for your business
billing@hostgator.in | +91-8246614111

HOME

ORDERS

BILLING

MY BUSINESS

PARTNER BENEFITS

yogi.systems

Order History

SINGLE DOMAIN LINUX HOSTING (USA-TX)

Transfer-In Domain

SINGLE DOMAIN LINUX HOSTING (USA-TX)

Order ID: 115750859 | [Starter Plan](#) | [Change Plan](#)

7th Nov, 2024

Renew

Auto-renew

7th Nov, 2029



LATEST ACTIVITY

7th Nov, 2024

Deletion of yogi.systems

7th Nov, 2024

Addition of Starter Plan for yogi.systems for 60 months

[View All](#)

MANAGE WEB HOSTING

[Go To cPanel](#)

[View / Edit Admin Details](#)

DEDICATED IPS

0 IP

[Add](#) | [Delete](#)

NAME SERVERS

[View Details](#)

CHANGE DOMAIN

[Change Domain](#)

[Delete](#)

SUPPORT

Yogi as an anti-corruption crusader



[ABOUT US](#)

[CONTACT](#)

[DONATE US](#)

HostGator Refund Complaint: Consumer Rights Violation

Published by Yogi M. P. Singh on 20TH DEC 2024



Last Login Time :

Grievance Details

Well Done : Feedback submit successfully

Grievance Number: 6479820

PG Docket Number: DOCAF/E/2024/0009071

Grievance Reg Date: 2024-11-11 16:05:47

Complainant Name :	Yogi M. P. Singh Mahesh Pratap Singh	Complainant Contact No :	7379105911
Mode :	CPGRAM	Complaint Type :	Complaint
State :	UTTAR PRADESH	Purchase City :	Mirzapur
Sector :	Agency Services	Category :	Miscellaneous Services
Grievance Company :		Company Name :	HostGator India
Govt Dept / Regulator :			
Mode of Payment:		Consumer Reg. no.:	
Account Type:		Type of Service Taken:	
Date of Service Taken:			
Company Details	HostGator India, support@hostgator.in	Pincode (Company):	
Product Value(INR) :	1000-10000	Nature of Complaints :	Not returning the money
Grievance Details :	<p>Most respected Sir in 24 hours HostGator did not made the refund of the paid amount as they promised and now 4 days passed which is a criminal breach of trust and against the spirit of consumer rights. Message received HostGator at time-7 November 2024 at 07:29 This message was sent by the HostGator.in Billing Team via livemailservice.com quite obviously from the attached document with this grievance. Confirmation of Receipt of INR 4886.13 vide Receipt ID 132038668 Please note details of Funds Received from you Receipt Details Receipt ID: 132038668 Receipt Description: Received INR 4886.13 for Payment for InvoiceID(s) : 132038387 via Payu.in (Ref: Payment-C-21315436-30251175) Receipt Amount: INR 4886.13 These funds have been credited to your account. You may Print this Receipt by following the below steps: The following is the chatting with the staff of the HostGator and refund requested detail. Suma S The escalation for your refund case is successfully done, our team will</p>		

work on this and update it you to your registered email ID. 10:23 AM Ticket id: 50220127 10:26 AM Replied Suma S Is there anything else apart from this that you want me to help you with? Suma S Applicant- Can you provide me refund details. Replied Suma S yes you will get full refund, I have raised the case for the refund, The team will check and send you an email, please reply to the email with confirmation and the team will proceed for refund, it will be refunded within 24 hours Email of HostGator at time 7 Nov 2024, 10:42 (4 days ago) Dear Customer, We have received your request to cancel your hosting account with us. We are sorry to hear that you are considering leaving us and we would like to make your experience better. Before we proceed with the cancellation, we would appreciate it if you could share your reasons for this decision. Your feedback is valuable to us and it helps us improve our services. If there are any issues or concerns with your hosting account, we are here to help resolve them. If you still wish to proceed with the cancellation after discussing your concerns, please confirm by replying to this email. Once we receive your confirmation, we will initiate the cancellation process. Thank you for your time and we look forward to hearing from you. Thanks and Regards Respected customer of the service providing company, Reply of applicant at 7 Nov 2024, 18:56 (4 days ago) Please refund the payment As request has been already made through online chatting on your platform. For this your customers will ever pray to you. Thank you very much for contacting me in order to get more confirmation. With regard Yogi M P Singh HostGator again sent the same email. which was replied by applicant as – Time 7 Nov 2024, 19:08 (4 days ago) Please move ahead in processing my request. Thank you very much. Regards

Status : Disposed	
Grievance Updated Details :	Updation Date : 2024-11-14 10:37:56
NCH Agent Remark :	Grievance has been emailed to the Company. Remark Date : 2024-11-14 10:37:56
Grievance Updated Details :	NA Updation Date : 2024-11-21 14:15:41
NCH Agent Remark :	Reminder 1 sent to the Company Remark Date : 2024-11-21 14:15:41
Grievance Updated Details :	NA Updation Date : 2024-11-21 14:18:26

NCH Agent Remark :	Reminder 1 sent to the Company Remark Date : 2024-11-21 14:18:26	
Grievance Updated Details :	The Grievance again received through CPGRAM registration no – DOCAF/E/2024/0009071 Updation Date : 2024-11-23 10:40:12	
NCH Agent Remark :	Updated. Remark Date : 2024-11-23 10:40:12	
Grievance Updated Details :	NA Updation Date : 2024-11-24 17:13:36	
NCH Agent Remark :	Reminder 2 sent to the Company Remark Date : 2024-11-24 17:13:36	
NCH Agent Remark :	The grievance was taken up with the company and two reminders were also sent, but the company has not responded on the grievance. In the absence of redressal by the company, you may file a case at the designated Consumer Commission online. Please visit https://edaakhil.nic.in/edaakhil/faces/login.xhtml Remark Date 2024-12-20 16:48:43	Status : Disposed
Uploaded Files:	File1 NA NA	

Consumer Feedback

How would you rate your experience with NCH :	Unsatisfactory
What did You find Unsatisfactory:	Others
Remark:	Think about the arbitrariness and Tyranny of the companies doing business on the soil of this largest democracy in the world who are violating consumer rights of the citizens in the country and not accountable to the government of India is a mockery of the law. Whether the government is able to protect the consumer rights of the citizens whose departments are teethless before such

companies which is showing the vulnerability of the citizens whose rights are being infringed by these tyrants. It is most unfortunate that most of the companies registered to the government of India are targeting the innocent and gullible citizens and government are handicapped to take action against those fraudulent companies. It is quite obvious that corrupt companies have no ethics but it is obligatory duty of the government to protect the rights of the citizens of the country if they are is good governance in the country but it seems that we are ruled by sheer anarchy.

hostgator.pdf 1 / 7 46%

The screenshot shows a chat interface with a blue header for 'Suma S'. The chat history includes a system message: 'The escalation for your refund case is successfully done, our team will work on this and update it you to your registered email ID. Ticket id: 50220127' with a timestamp of 10:26 AM. A user message asks, 'Is there anything else apart from this that you want me to help you with?'. A response from Suma S says, 'yes you will get full refund, I have raised the case for the refund, The team will check and send you an email, please reply to the email with confirmation and the team will proceed for refund , it will be refunded within 24 hours'. A green bubble contains the text 'Can you provide'. Below the chat is a text input field with the placeholder 'Type your message...'. An email notification is overlaid on the bottom, titled 'Your Account Password has been changed successfully' with an 'Inbox x' icon. The email is from 'HostGator.in Sales Team via livemailservice.com' to 'me'. The body text states: 'The password for your Hostgator India Account - yogimpsingh@gmail.com (ID: 21315436) has been successfully changed. This request was received from 2405:201:6041:d034:4cca:c648:4c3e:5120. If you have not authorized this request, please contact us in Support'.

[HostGator](#)

Download

10:23 AM

The escalation for your refund case is successfully done, our team will work on this and update it you to your registered email ID.

Ticket id: 50220127

10:26 AM

S

Is there anything else apart from this that you want me to help you with?

Suma S

Can you provide me refund details.

S

yes you will get full refund, I have raised the case for the refund, The team will check and send you an email, please reply to the email with confirmation and the team will proceed for refund , it will be refunded within 24 hours

Suma S

Type your message...

Your Account Password has been changed successfully

Inbox x

HostGator.in Sales Team via livemailservice.com

to me ▾

Thu 7 Nov, 07:36 (4 days ago)



The password for your Hostgator India Account - yogimpsingh@gmail.com (ID: 21315436) has been successfully changed.

This request was received from 2405:201:6041:d034:4cca:c648:4c3e:5120. If you have not authorized this request, please contact us immediately using the information below.

Support

For any support with respect to your relationship with us you can always contact us directly using the following Information.

Confirmation of Receipt of INR 4886.13 vide Receipt ID 132038668



Inbox x



HostGator.in Billing Team via livemailservice.com

to me ▾

Thu 7 Nov, 07:29 (4 days ago)

Please note details of Funds Received from you

Receipt Details

Receipt ID: 132038668

Receipt Description: Received INR 4886.13 for Payment for InvoiceID(s) : 132038387 via Payu.in (Ref: Payment-C-21315436-30251175)

Receipt Amount: INR 4886.13

These funds have been credited to your account. You may Print this Receipt by following the below steps:

Web Intl-Retail-HostGator-India-chat-Single Domain Linux hosting

Inbox x



Hostgator India

to me ▾

Thu 7 Nov, 10:42 (4 days ago)



Reply



Dear Customer,

We have received your request to cancel your hosting account with us. We're sorry to hear that you're considering leaving us and we'd like to make your experience better.

Before we proceed with the cancellation, we would appreciate it if you could share your reasons for this decision. Your feedback is valuable to us and it helps us improve our services. If there are any issues or concerns with your hosting account, we're here to help resolve them.

If you still wish to proceed with the cancellation after discussing your concerns, please confirm by replying to this email. Once we receive your confirmation, we will initiate the cancellation process.

Thank you for your time and we look forward to hearing from you.

Thanks & Regards



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

7 Nov 2024, 18:56 (4 days ago)

to Hostgator ▼

Respected customer of the service providing company,
Please refund the payment As request has been already made through online chatting on your platform.
For this your customers will ever pray to you. Thank you very much for contacting me in order to get more confirmation.

With regard
Yogi M P Singh





Hostgator India

to me ▾

7 Nov 2024, 19:00 (4 days ago)



Reply



Dear Customer,

We've received your request to cancel your hosting account with us, and we're sorry to hear you're considering leaving. We strive to provide the best experience possible, and your feedback is crucial in helping us improve.

Could you please share the reason for your decision to cancel? Whether it's a specific issue with your hosting account, a change in your needs, or any other concern, we'd love the opportunity to address it and see if there's anything we can do to make things right.

If you still wish to proceed with the cancellation, simply confirm by replying to this email, and we will initiate the process immediately.

Thank you for your time, and we hope to hear from you soon.

Best regards,

Ashwin



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

7 Nov 2024, 19:08 (4 days ago)

to Hostgator ▾

Please move ahead in processing my request. Thank you very much. Regards

