

Details for registration number : DOCAF/E/2026/0004833

Name Of Complainant	Yogi M. P. Singh
Date of Receipt	25/03/2026
Received By Ministry/Department	Consumer Affairs
Grievance Description	

Consumer Affairs >> National Consumer Helpline

****Grievance Subject:**** Fraudulent "Software Key" Scam and Breach of Safe Buying Guarantee by Amazon Prime Seller 'BitByte'

****Grievance Details:****

****Order ID:**** 408-0839904-4699501

****Purchase Date:**** March 22, 2026

****Product:**** Pro Advanced 2.5 (15-Month Subscription)

****Amount Paid:**** ₹1,499.00

****Seller:**** BitByte (Amazon Seller Services Private Limited)

****1. Nature of Fraud (Bait-and-Switch):****

The seller engaged in a deceptive "Trial" scam. While I paid for a 15-month subscription, the product delivered was actually a free Google trial, costing \$0.00. This act directly violates consumer trust and e-commerce regulations concerning the sale of licensed software.

****2. Unauthorized Account Provisioning & Security Risks:****

The seller bypassed Amazon's secure delivery protocols by compelling me to use a third-party Gmail account (sakumotomadren904@gmail.com). This account is linked to an unknown Mastercard (ending in 2445). Utilizing such "guest" accounts poses significant data security risks and violates the Terms of Service of the software provider (Google).

****3. Off-Platform Diversion:****

The seller used external links (simplysolutions.co.in/activate) and WhatsApp to avoid Amazon's fraud detection mechanisms. Upon confronting the seller on WhatsApp, they acknowledged the issue, stating, "I will refund you then."

****4. Failure of Amazon's Safe Buying Guarantee:****

Despite the seller's admission of wrongdoing and my formal grievance (No. 8942160), Amazon has failed to take appropriate action. The Amazon support team set a resolution deadline of

March 24, 2026, which has passed without a refund. On March 25, 2026, Amazon's interface falsely claimed, "Resolution is Ready," yet representatives provided no viable solution.

****Required Action:****

I demand an immediate full refund of ₹1,499.00. Additionally, I request an investigation into how Amazon permits unauthorized resellers to utilize "Prime" status for facilitating scams.

Current Status	Under process
Date of Action	25/03/2026
Officer Concerns To	
Officer Name	Mr. Manish Gupta (Project Manager)
Organisation name	National Consumer Helpline
Contact Address	Krishi Bhawan Delhi New Delhi Delhi
Email Address	support-nch2@gov.in
Contact Number	01123232135

Customer Service Chat



Seller Admission: After being confronted, the seller admitted to the issue on WhatsApp and stated, "I will refund you then". Official Complaint: A formal grievance (Number: 8942160) has been registered against Amazon Seller Services Private Limited. Amazon's Obligation: Amazon must resolve this under its Safe Buying Guarantee. It has set a resolution deadline of 24 March 2026.

S

Please allow me 2 Minutes, I will fetch and check the details completely.

OK

S

May i know the exact issue ?

Actually this is not a subscription this is a fraud.

S

I am sorry for the inconvenience caused to you.

As this was the primary team, we do not have the option to initiate the refund, The team related to prime and subscription are available on call, they will help you with the refund for this

Shall i connect you with the team ?

I expect that you must forward the entire maitre to the expert team.

S

Yes, I do understand, however the team is available on call only

they will help you with the refund for this

As this was the primary team, we do not have the option to initiate the refund,

<https://amzn.in/callmeback>

Can you tell me how this cellar is connected with the google? If not how can he sell the subscription and guarantee to a customer?

S

Please allow me a moment to check this for you

Reliable resellers often display a Google Cloud Partner or Premier Partner badge, which verifies they have met Google's standards for technical expertise and customer success

Resellers use the Partner Sales Console to place orders, manage customer accounts, and handle billing.

End this chat

Send a message

Customer Service Chat



You can also go to your Customer Service Home Page to fix most things or to search help pages. What do you prefer?

Chat with an agent now



If you have details you think would help the agent, type them here.

While chatting, if you do not respond within 2 minutes, the chat may be transferred to a different associate.

An associate will join the chat. Depending on availability, this may take a little while. We appreciate your patience.

P

Hello Good Afternoon :)My name Is Priyanka will assist you from here.I hope you and your Family are doing good.

How may I assist you today?

The "Trial" Bait-and-Switch: The seller, BitByte, sold a "15-month subscription" for ₹1,499. However, the actual product delivered was a free Google trial with a \$0.00 cost.Account Provisioning involves activating services. Instead of using your personal email, the seller required a third-party Gmail account. The specific account used was sakumotomadren904@gmail.com.Off-Platform Diversion: The seller used external links (simplysolutions.co.in/activate) and WhatsApp to bypass Amazon's secure communication and fraud detection systems.

P

Please accept my sincere apologies for the inconvenience caused to you thus far.

Do not worry at all I will surly help you in this with my best efforts.

Please allow me a moment, so that I can check it here.

This is not a subscription it is a fraud.

P

As I can check we have a separate team for this concern so I requested you to please stay with this chat while i transferring you to team.

End this chat

Send a message

Customer Service Chat



S

Please allow me a moment to check this for you

Reliable resellers often display a Google Cloud Partner or Premier Partner badge, which verifies they have met Google's standards for technical expertise and customer success

Resellers use the Partner Sales Console to place orders, manage customer accounts, and handle billing.

Then it is my request that you must send this conversation record To my registered email.

S

Yes, you can please take the screenshots of the chat.

Shall i help you with the call back with the prime team ?

Resolution is Ready: Our customer support team has completed reviewing your query regarding order 408-0839904-4699501. Please contact us to get your resolution. Where is the resolution?

K

Hello, Thank you for reaching out to Amazon. My name is Krishnaveni Laveti. Please Kindly allow me 2 minutes to check the previous chat and get back to you.

Thank you for staying connected.

I am sorry to hear that you havenot received your item yet.

Where is the resolution?

Adding to Amazon customer service Resolution is Ready: Our customer support team has completed reviewing your query regarding order 408-0839904-4699501. Please contact us to get your resolution. Where is the resolution?

K

Yes I understand your concern

As of here in this concern, there is a concerned team regarding this issue and I could transfer you to them so that they would really do the needful for you.

[End this chat](#)

Send a message