



Mahesh Pratap Singh <yogimpsingh@gmail.com>

FORMAL GRIEVANCE: Breach of Contract and Refund Request - Order #SBS33492

2 messages

Mahesh Pratap Singh <yogimpsingh@gmail.com>
To: "PS.SBS" <help@ps.sbs>
Cc: yogimpsingh@yogi.systems

8 April 2026 at 23:00

Subject: FORMAL GRIEVANCE: Breach of Contract and Refund Request - Order #SBS33492

To: help@ps.sbs

Dear PS.SBS Support Team,

I am writing regarding my purchase of the "**Office 365 - Worldwide Lifetime License | 5 Device**" (Order #SBS33492).

I am formally notifying you that the service provided is in **Breach of Contract**. The product was sold as a "Lifetime License" for "5 Devices (PC/Mac)," implying full access to desktop applications. However, the Global Administrator for the account provided (Mahesh@365oapp.onmicrosoft.com) has restricted permissions to "**Online Use Only.**"

This restriction prevents me from installing or activating the software on my laptop, rendering the product unfit for its intended purpose. Furthermore, the Office LTSC 2024 product key is not being recognised due to these administrative restrictions.

As a consumer, I am exercising my right to a full remedy. I request that you perform one of the following within 48 hours:

1. **Restore Full Permissions:** Update the Global Admin settings for my account to allow for "Desktop App" installation and activation.
2. **Provide a Valid License:** Supply a functional, standalone Product Key for Office LTSC 2024 that does not rely on a managed tenant account.
3. **Full Refund:** If you are unable or unwilling to provide the lifetime desktop services as advertised, I demand a full refund of **\$39.00 USD** to my original payment method.

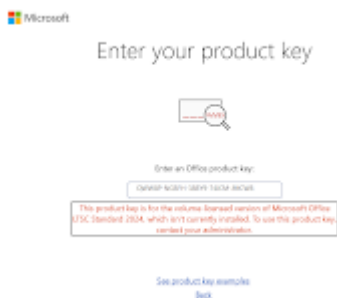
Please be advised that if this matter is not resolved promptly, I will be forced to escalate this claim to **Paddle Payments** as a "Product Not as Described" dispute and provide my technical logs and communication history as evidence.

I look forward to your immediate cooperation in resolving this breach of service.

Regards,

Mahesh Pratap Singh alias Yogi M P Singh

3 attachments



Screenshot 2026-04-06 212055.png
33K

Gmail - Re_ Error message is displayed on the screen during sign in Microsoft website.pdf
284K

Gmail - Your PS.SBS order is now complete.pdf
172K

Mail Delivery Subsystem <mailer-daemon@googlemail.com>
To: yogimpsingh@gmail.com

8 April 2026 at 23:01



Address not found

Your message wasn't delivered to **help@ps.sbs** because the domain ps.sbs couldn't be found. Check for typos or unnecessary spaces and try again.

[LEARN MORE](#)

The response was:

DNS Error: DNS type 'mx' lookup of ps.sbs responded with code NXDOMAIN Domain name not found: ps.sbs For more information, go to <https://support.google.com/mail/?p=BadRcptDomain>

Final-Recipient: rfc822; help@ps.sbs

Action: failed

Status: 5.1.2

Diagnostic-Code: smtp; DNS Error: DNS type 'mx' lookup of ps.sbs responded with code NXDOMAIN

Domain name not found: ps.sbs For more information, go to <https://support.google.com/mail/?p=BadRcptDomain>

Last-Attempt-Date: Wed, 08 Apr 2026 10:31:04 -0700 (PDT)

noname
4K



Mahesh Pratap Singh <yogimpsingh@gmail.com>

Your PS.SBS order is now complete

1 message

PS.SBS <help@ps.sbs>
Reply-To: "PS.SBS" <help@ps.sbs>
To: yogimpsingh@gmail.com

24 December 2022 at 15:47

Thanks for shopping with us

Hi Mahesh Pratap Singh,

We have finished processing your order.

[Order #SBS33492] (2022-12-24)

Product	Quantity	Price
Office 365 - Worldwide Lifetime License 5 Device (PC/Mac/iPhone/iPad/Android)	1	\$39 (USD)
Subtotal:		\$39 (USD)
Payment method:		Paddle Payments
Total:		\$39 (USD)

Download Instructions

Product	Download Instructions
Office 365 – Worldwide Lifetime License 5 Device (PC/Mac/iPhone/iPad/Android)	Office Setup Instructions:

Product	Download Instructions
	<p>1. Go to https://www.office.com and Sign in with provided Login & Password to install and activate Office:</p> <p>89@xmug.onmicrosoft.com</p> <p>Loq41311</p> <p>2. Click on Install apps button at the right-upper corner. Click for more info.</p> <p>If you have any questions, please contact us by email help@ps.sbs</p>

Billing address

Mahesh Pratap Singh Yogi M. P. Singh
231001
Uttar Pradesh, India
yogimpsingh@gmail.com

Thanks for shopping with us.