



Shaan Bhaskar &lt;shaanbhaskar@gmail.com&gt;

---

**Filing complain against your company servicea**

6 messages

**Shaan Bhaskar** <shaanbhaskar@gmail.com>

Mon, Aug 28, 2023 at 3:33 AM

To: MuscleGrid India &lt;service@musclegrid.in&gt;, MuscleGrid &lt;support@musclegrid.zohodesk.in&gt;

Dear muscle grid,

This is my 10 times to mail you .. already several times mail you. but no reply from company email..

Already talk to WhatsApp chat of company& request to call me many times

Anyway

I have purchased a two muscle grid company stabilizer . But after few days one stabilizer got damaged so I mail to company regarding the matter and from company someone call me and told me please share us stabilizer video so I have shared the vedio on what's app.then from company send me a PCB but when I talk to company representative on call ,who will pay the PCB amount they told me PCB amount will be refunded, so I paid 310 rupees to courier company and then again I call to your service number who will install the device,then from your department a lady told me you just higher nearby technician from your end and our company will pay you after device installation successfully so on call that telephonic discussion was happened, if you want to check then check my all call details all call recording,you will definitely find out these kind of conversation was happened on that time

& if not then also this is liability of company to install the device..not mine

now the PCB has been installed and your company give me only 310 rupees to me as a price of PCB device but not giving the payment of electrician fees, DOING DRAMA but my stabilizer is in full warranty why I will pay technician fee from my pocket this is totally headache of company not mine.you guys are giving warranty so what kind of warranty you are giving..

Also from your service department no one give me official mail or official what's app me or not mention me that customer have to install the device with his own responsibility...

So please do not make me full

Company should send me a technician to install the device but company never send a technician rather on call from your company representative told me please install device by yourself or your technician we will pay so I will do like that

now your company denied to pay me electrician fees, I am not going to tolerate all this things. if I did not get my electrician fees, no issue I don't need single penny from your company. but I will definitely see the matter and also lodge the complain against fraud company regarding a false commitment & faulty service issue.. & sue you court or consumer forum..for only 610 rupees u have to spend lots more...i don't need only pcb amount..if needed then electrician fees with pcb amount= 610 rupees..

I just give you only 2 days if I will not refund my total 610 to my account then I will definitely send a legal notice to your company or I will see you so you on consumer forum Just for only few money and then see the matter who will win in future if my fault then company will definitely not giving me a single rupees or if companies fault then ready to spend a lot.I will definitely take my payment with penalty & intrest .

this is my last message to company I will not going to mail you regarding this matter in future.now company will decide what they will do.just give you only 2 days

thank you  
Shanku bhaskar  
Ph - 8016143775

**MuscleGrid India** <service@musclegrid.in>  
To: Shaan Bhaskar <shaanbhaskar@gmail.com>

Mon, Aug 28, 2023 at 8:58 PM

Hi Shaan  
You will receive cashback within 7 days after our team does an inquiry.  
Thanks  
Musclegrid  
[Quoted text hidden]

---

**Shaan Bhaskar** <shaanbhaskar@gmail.com>  
To: MuscleGrid India <service@musclegrid.in>

Tue, Aug 29, 2023 at 2:28 AM

M waiting for your response & refunding amount of 610 rupees..as I officially mail to you.. only 7 days or 1 week wating for you.....

Thank you  
[Quoted text hidden]

---

**Shaan Bhaskar** <shaanbhaskar@gmail.com>  
To: MuscleGrid India <service@musclegrid.in>

Sat, Sep 16, 2023 at 12:22 AM

Dear muscleGrid,

U take 7 days .....  
Which is crossed... almost 21 days...i can understand your intension...

By tomorrow 17th September if I ll not get my total refunding amount.... I ll sue u on consumer forum...bass that's it....& send to your company legal notice regarding the payment....

Thank you  
[Quoted text hidden]

---

**MuscleGrid India** <service@musclegrid.in>  
To: Shaan Bhaskar <shaanbhaskar@gmail.com>

Sat, Sep 16, 2023 at 3:16 AM

Hi Shaan  
Please share your gpay number  
Thanks  
Musclegrid  
[Quoted text hidden]

---

**Shaan Bhaskar** <shaanbhaskar@gmail.com>  
To: MuscleGrid India <service@musclegrid.in>

Sat, Sep 16, 2023 at 6:42 AM

8016143775 - bhaskar & son..this is my number  
[Quoted text hidden]