



Saurabh Kumar <saurabhstardom@gmail.com>

Re: [#1448448]-Got one pair of slippers instead of two for order 2358908

22 messages

Khadims Support <consumercare@khadims.com>

29 August 2023 at 11:47

Reply-To: Khadims Support <consumercare@khadims.com>

To: saurabhstardom@gmail.com

Hi Saurabh,

Greetings from Khadims!

Please accept our sincere apologies for the inconvenience caused.

We have escalated the issue to our concerned team, kindly provide us with 2-3 working days to provide you an update or a resolution on the issue .

We appreciate your understanding in this regard.

For any further assistance, please write back to us.

Regards,
Khadims Support team!

On Tue, 29 Aug at 11:08 AM , SaurabhStar <saurabhstardom@gmail.com> wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

I had ordered two pair of slippers under order number 2358908 but received just one pair, namely :

KHADIM Brown Mule Slip On Sandal for Men (3361043)

Reference: 33610433630

Size : 8

The other one, namely,

KHADIM Pro Black Casual Mule Slide Slippers for Men (3361286)

Reference: 33612833662

Size : 8

was not in the package received. I have attached the images of outer packaging as well as inner content. Also, on the label posted on packaging, qty is mentioned as one. I even told the delivery executive about the issue and he said to contact customer care as his job is only to deliver the package.

Look into my company urgently and ensure delivery of the missing item.

Thank you

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Khadims Support <consumercare@khadims.com>
Reply-To: Khadims Support <consumercare@khadims.com>
To: saurabhstardom@gmail.com

29 August 2023 at 16:03

Hi SaurabhStar,

Greetings from Khadims!

Please accept our sincere apologies for the inconvenience caused.

We have escalated the issue to our concerned team, kindly provide us with 2-3 working days to provide you an update or a resolution on the issue .

We appreciate your understanding in this regard.

For any further assistance, please write back to us.

Regards,
Khadims Support team!

On Tue, 29 Aug at 3:50 PM , SaurabhStar <saurabhstardom@gmail.com> wrote:

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----- Forwarded message -----

From: **SaurabhStar** <saurabhstardom@gmail.com>
Date: Tue, 29 Aug 2023 at 11:06
Subject: Got one pair of slippers instead of two for order 2358908
To: <consumercare@khadims.com>

Hello,

I had ordered two pair of slippers under order number 2358908 but received just one pair, namely :

KHADIM Brown Mule Slip On Sandal for Men (3361043)

Reference: 33610433630

Size : 8

The other one, namely,

KHADIM Pro Black Casual Mule Slide Slippers for Men (3361286)

Reference: 33612833662

Size : 8

was not in the package received. I have attached the images of outer packaging as well as inner content. Also, on the label posted on packaging, qty is mentioned as one. I even told the delivery executive about the issue and he said to contact customer care as his job is only to deliver the package.

Look into my company urgently and ensure delivery of the missing item.

Thank you

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SaurabhStar <saurabhstardom@gmail.com>
To: Khadims Support <consumercare@khadims.com>

31 August 2023 at 12:30

Waiting for the update on my complaint?

[Quoted text hidden]

Khadims Support <consumercare@khadims.com>
Reply-To: Khadims Support <consumercare@khadims.com>
To: saurabhstardom@gmail.com

31 August 2023 at 12:34

Hi SaurabhStar,

Greetings from Khadims!

Please accept our sincere apologies for the inconvenience caused.

We have escalated the issue to our concerned team, kindly provide us with 2-3 working days to provide you an update or a resolution on the issue .

We appreciate your understanding in this regard.

For any further assistance, please write back to us.

Regards,
Khadims Support team!

[Quoted text hidden]

SaurabhStar <saurabhstardom@gmail.com>
To: Khadims Support <consumercare@khadims.com>

1 September 2023 at 17:11

I received same response on 29th August and now after 2-3 days, you are giving me the same response as given earlier? This is ridiculous.

[Quoted text hidden]

Khadims Support <consumercare@khadims.com>
Reply-To: Khadims Support <consumercare@khadims.com>
To: saurabhstardom@gmail.com

1 September 2023 at 17:37

Hi SaurabhStar,

Greetings from Khadims!

Please accept our sincere apologies for the inconvenience caused.

We have been already escalated the issue to our concerned team, kindly provide us additional day 2-3 working days to provide you an update or a resolution on the issue .

We appreciate your understanding in this regard.

For any further assistance, please write back to us.

Regards,
Khadims Support team!

On Fri, 1 Sep at 5:11 PM , SaurabhStar <saurabhstardom@gmail.com> wrote:

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open attachments unless you recognize the sender and know the content is safe.

I received same response on 29th August and now after 2-3 days, you are giving me the same response as given earlier? This is ridiculous.

On Thu, 31 Aug 2023, 12:34 Khadims Support, <consumercare@khadims.com> wrote:
Hi SaurabhStar,

Greetings from Khadims!

Please accept our sincere apologies for the inconvenience caused.

We have escalated the issue to our concerned team, kindly provide us with 2-3 working days to provide you an update or a resolution on the issue .

We appreciate your understanding in this regard.

For any further assistance, please write back to us.

Regards,
Khadims Support team!

On Thu, 31 Aug at 12:30 PM , SaurabhStar
<saurabhstardom@gmail.com> wrote:

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Waiting for the update on my complaint?

On Tue, 29 Aug 2023 at 11:48, Khadims Support
<consumercare@khadims.com> wrote:

Hi Saurabh,

Greetings from Khadims!

Please accept our sincere apologies for the inconvenience caused.

We have escalated the issue to our concerned team, kindly provide us with 2-3 working days to provide you an update or a resolution on the issue .

We appreciate your understanding in this regard.

For any further assistance, please write back to us.

Regards,
Khadims Support team!

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SaurabhStar <saurabhstardom@gmail.com>
To: Khadims Support <consumercare@khadims.com>

4 September 2023 at 21:09

Still no update? This is really disappointing. Refund my money asap.
[Quoted text hidden]

Khadims Support <consumercare@khadims.com>
Reply-To: Khadims Support <consumercare@khadims.com>
To: saurabhstardom@gmail.com

5 September 2023 at 13:33

Hi SaurabhStar,

Greetings from Khadims!

Please accept our sincere apologies for the inconvenience caused.

We have been already escalated the issue to our concerned team, kindly provide us additional day 2-3 working days to provide you an update or a resolution on the issue .

We appreciate your understanding in this regard.

For any further assistance, please write back to us.

Regards,
Khadims Support team!

[Quoted text hidden]
, SaurabhStar <saurabhstardom@gmail.com> wrote:
[Quoted text hidden]

[Quoted text hidden]
[Quoted text hidden]
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[Quoted text hidden]

[Quoted text hidden]
, SaurabhStar <saurabhstardom@gmail.com> wrote:
[Quoted text hidden]

[Quoted text hidden]
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SaurabhStar <saurabhstardom@gmail.com>
To: Khadims Support <consumercare@khadims.com>

11 September 2023 at 12:29

Here is the image of the product received along with label and outer packaging
[Quoted text hidden]

2 attachments



IMG_20230829_110545.jpg
6077K



IMG_20230829_110540.jpg
6595K

Khadims Support <consumercare@khadims.com>
Reply-To: Khadims Support <consumercare@khadims.com>
To: saurabhstardom@gmail.com

11 September 2023 at 13:58

Hi SaurabhStar,

Greetings from Khadims!

Please accept our sincere apologies for the inconvenience caused.

We have been already escalated the issue to our concerned team, kindly provide us additional day 2-3 working days to provide you an update or a resolution on the issue .

We appreciate your understanding in this regard.

For any further assistance, please write back to us.

Regards,
Khadims Support team!

[Quoted text hidden]
, SaurabhStar <saurabhstardom@gmail.com> wrote:
[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

, SaurabhStar <saurabhstardom@gmail.com> wrote:

[Quoted text hidden]

[Quoted text hidden]

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SaurabhStar <saurabhstardom@gmail.com>
To: Khadims Support <consumercare@khadims.com>

15 September 2023 at 20:44

Are you guys really that pathetic when it comes to providing service? Or do you want to cheat customers? Since 29th August, you guys have been repeatedly escalating the issue, yet there is no actual update. This is the worst. I think I need to contact consumer forum as well as post about such a disappointing service on social media, forums and online blogs so that other customers could be safe from [khadims.com](https://www.khadims.com).

[Quoted text hidden]

SaurabhStar <saurabhstardom@gmail.com>
To: frontoffice@khadims.com

16 September 2023 at 11:36

----- Forwarded message -----

From: **SaurabhStar** <saurabhstardom@gmail.com>

[Quoted text hidden]

[Quoted text hidden]

SaurabhStar <saurabhstardom@gmail.com>
To: frontoffice@khadims.com

16 September 2023 at 11:43

My contact details are below:
Saurabh kumar, Mob: 9471294712
Let me know if you need any other information.
Thank you!

----- Forwarded message -----

From: **Khadims Support** <consumercare@khadims.com>

Date: Tue, 29 Aug 2023 at 11:48

Subject: Re: [#1448448]-Got one pair of slippers instead of two for order 2358908

To: <saurabhstardom@gmail.com>

[Quoted text hidden]

Khadims Support <consumercare@khadims.com>

16 September 2023 at 16:44

Reply-To: Khadims Support <consumercare@khadims.com>
To: saurabhstardom@gmail.com

Hi SaurabhStar,

Greetings from Khadim's!

We apologize for the inconvenience caused.

We request you to help us with the unpacking video of the product so that we can assist you further with your concern.

Looking forward to serve you soon!

For any further assistance, please write back to us.

Regards,
Khadim's Support team!

On Fri, 15 Sep at 8:44 PM , SaurabhStar <saurabhstardom@gmail.com> wrote:

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Are you guys really that pathetic when it comes to providing service? Or do you want to cheat customers? Since 29th August, you guys have been repeatedly escalating the issue, yet there is no actual update. This is the worst. I think I need to contact consumer forum as well as post about such a disappointing service on social media, forums and online blogs so that other customers could be safe from khadims.com.

On Mon, 11 Sept 2023 at 13:58, Khadims Support <consumercare@khadims.com> wrote:

Hi SaurabhStar,

Greetings from Khadims!

Please accept our sincere apologies for the inconvenience caused.

We have been already escalated the issue to our concerned team, kindly provide us additional day 2-3 working days to provide you an update or a resolution on the issue .

We appreciate your understanding in this regard.

For any further assistance, please write back to us.

Regards,
Khadims Support team!

On Mon, 11 Sep at 12:31 PM , SaurabhStar
<saurabhstardom@gmail.com> wrote:

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Here is the image of the product received along with label and outer packaging

On Tue, 5 Sept 2023, 13:33 Khadims Support,
<consumercare@khadims.com> wrote:

Hi SaurabhStar,

Greetings from Khadims!

Please accept our sincere apologies for the inconvenience caused.

We have been already escalated the issue to our concerned team, kindly provide us additional day 2-3 working days to provide you an update or a resolution on the issue .

We appreciate your understanding in this regard.

For any further assistance, please write back to us.

Regards,
Khadims Support team!

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SaurabhStar <saurabhstardom@gmail.com>

20 September 2023 at 21:35

To: Khadims Support <consumercare@khadims.com>, frontoffice@khadims.com

Are you kidding me?

Who makes unpacking video of mere items worth around 500rs? I have already sent you the images of the outer package as well as inner contents of the received package along with shipping label/packing slip. Do you have proof that you sent me both the products? Can you tell me the weight of the shipment that you sent from the shipping receipt? I have already forwarded you packing label which clearly mentioned 1 qty of slippers, not two. From the looks and appearance of the received package itself, it is evident that your team didn't send two items.

Instead of admitting your mistake, you guys are resorting to cheating customers. Never expected this from reputed brand like Khadims.

[Quoted text hidden]

Khadims Support <consumercare@khadims.com>

21 September 2023 at 10:47

Reply-To: Khadims Support <consumercare@khadims.com>

To: saurabhstardom@gmail.com

Cc: frontoffice@khadims.com

Hi SaurabhStar,

Greetings from Khadims!

Please accept our sincere apologies for the inconvenience caused.

We have escalated the issue to our concerned team, kindly provide us with 2-3 working days to provide you an update or a resolution on the issue .

We appreciate your understanding in this regard.

For any further assistance, please write back to us.

Regards,
Khadims Support team!

[Quoted text hidden]
, SaurabhStar <sa^urabhstardom@gmail.com> wrote:
[Quoted text hidden]

[Quoted text hidden]
[Quoted text hidden]

[Quoted text hidden]
, SaurabhStar <sa^urabhstardom@gmail.com> wrote:
[Quoted text hidden]

[Quoted text hidden]
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SaurabhStar <sa^urabhstardom@gmail.com>
To: Khadims Support <con^usumercare@khadims.com>

26 September 2023 at 14:43

Still no update?

I am going to file my grievances with consumer forum and publish your fraud/cheating tactics on social media/online blogs because you guys are really fraud.

[Quoted text hidden]

Khadims Support <con^usumercare@khadims.com>
Reply-To: Khadims Support <con^usumercare@khadims.com>
To: sa^urabhstardom@gmail.com

26 September 2023 at 14:49

Hi SaurabhStar,
Greetings from Khadim's!

We apologize for the inconvenience caused.

We request you to help us with the unpacking video of the product so that we can assist you further with your concern.

Looking forward to serve you soon!

For any further assistance, please write back to us.

Regards,

Khadim's Support team!

On Tue, 26 Sep at 2:44 PM , SaurabhStar <saurabhstardom@gmail.com> wrote:

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[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

, SaurabhStar <saurabhstardom@gmail.com> wrote:

[Quoted text hidden]

[Quoted text hidden]

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SaurabhStar <saurabhstardom@gmail.com>

26 September 2023 at 14:51

To: frontoffice@khadims.com

----- Forwarded message -----

From: SaurabhStar <saurabhstardom@gmail.com>

Date: Tue, 26 Sept 2023 at 14:43

Subject: Re: [#1448448]-Got one pair of slippers instead of two for order 2358908

To: Khadims Support <consumercare@khadims.com>

[Quoted text hidden]

Khadims Consumer Care <consumercare@khadims.com>

26 September 2023 at 15:09

To: SaurabhStar <saurabhstardom@gmail.com>

Thank you for your mail.

We truly regret the experience you've had with us.

We have noted your complaint / request and the same has been forwarded to the concerned department for necessary action.

**Thanks & Regards,
Customer Service Desk**



**7th Floor, Tower C, DLF IT Park, 08 Major Arterial Road, Block - AF,
New Town (Rajarhat), Kolkata – 700 156
Toll Free: 1800-103-0501
Web: www.khadims.com**

From: SaurabhStar <saurabhstardom@gmail.com>
Sent: 26 September 2023 14:43
To: Khadims Consumer Care <consumercare@khadims.com>
Subject: Re: [#1448448]-Got one pair of slippers instead of two for order 2358908

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[Quoted text hidden]
[Quoted text hidden]

SaurabhStar <saurabhstardom@gmail.com> 26 September 2023 at 22:18
To: Khadims Support <consumercare@khadims.com>, frontoffice@khadims.com

I don't have the unpacking video because I didn't take it. Also, it is clearly evident from the packing slip pasted on the package that there was just 1 item in the package. You can get it checked by checking the package weight on courier/shipment slip/receipt. You had earlier asked me to just furnish images of the received package and item and I did so, now how can I produce the video? Furthermore, if this is how you handle complaint for missing items in order, do post a guide on your website that customer needs to record a video to raise any complaint regarding received item else khadims won't engage in addressing any complaints.

Anyways, I have now understood how you guys defraud innocent customers, so I am going to file my grievances with consumer forum and post my experience on online blogs/social media sites so that other innocent customers do not become your victim of fraud/cheating.

bye..

[Quoted text hidden]

Khadims Support <consumercare@khadims.com> 27 September 2023 at 12:55
Reply-To: Khadims Support <consumercare@khadims.com>
To: saurabhstardom@gmail.com
Cc: frontoffice@khadims.com

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, SaurabhStar <saurabhstardom@gmail.com> wrote:
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, SaurabhStar <saurabhstardom@gmail.com> wrote:

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