




Fw: OLX Re: Ticket id 15450968

From Saurabh kumar <saurabhstar@outlook.com>

Date Thu 03/13/25 9:00 PM

To Support <support@olx.in>

 1 attachment (229 KB)

1000071955.jpg;

I didn't buy minimum response package, the link of which you quoted in previous response. I bought MoneyBack if unsold package. I am also attaching screenshot of the same. This is completely misleading. It was nowhere mentioned on the product page when I bought that package. It was clearly mentioned that I would get full refund if bike is not sold within 30 days. This is clearly fraud on your part. If you don't refund me then I will post online on my technology blog about such fraud and misleading scam you guys run.

From: Saurabh kumar <saurabhstar@outlook.com>

Sent: Thursday, March 13, 2025 8:59:20 PM

To: Support <support@olx.in>

Subject: Re: OLX Re: Ticket id 15450968

I didn't buy minimum response package, the link of which you quoted in previous response. I bought MoneyBack if unsold package. I am also attaching screenshot of the same. This is completely misleading. It was nowhere mentioned on the product page when I bought that package. It was clearly mentioned that I would get full refund if bike is not sold within 30 days. This is clearly fraud on your part. If you don't refund me then I will post online on my technology blog about such fraud and misleading scam you guys run.

From: Support <support@olx.in>

Sent: Thursday, March 13, 2025 7:20:16 PM

To: Saurabh kumar <saurabhstar@outlook.com>

Subject: OLX Re: Ticket id 15450968



**Pranjal (OLX India)**

Mar 13, 2025, 19:20 GMT+5:30

Dear Olx user,

Greetings from team OLX!

Thank you for sharing your concern with us.

We would like to inform you that as per policy if you have received less than 15 responses you will be eligible for refund

As we can see you have received over 20+ responses so we are very sorry we cannot refund in this case.

Please find the link of the same <https://help.olx.in/hc/en-us/articles/22473803937437-Minimum-Response-Package-Mobiles-FAQs>

Your understanding and cooperation in this subject is greatly appreciated.

For further queries or clarifications, please call us on our customer care helpline from your registered mobile number or write to us.

Thank you for your patience and support.

We would love to hear from you on how we are doing, please take a few seconds to fill out a quick survey which will be sent to you within 24 hours. Your feedback matters!

Thanks & Regards,
Pranjal

| [Terms of Use](#) | [Posting Rules](#) | [Help Page](#) | [Safety Tips](#) |

You may also want to know:

["How do I post an ad?"](#)

["How can I contact a Seller?"](#)

["How to troubleshoot technical issues?"](#)

**Pranjal (OLX India)**

Mar 13, 2025, 18:44 GMT+5:30

Dear Saurabh,

Greetings from team OLX!

Thank you for sharing your concern with us.

We would like to inform you that we have shared your request with the concerned team.

Rest assured that our attentive team will contact you within 24 to 48 business hours.

Your understanding and cooperation in this subject is greatly appreciated.

For further queries or clarifications, please call us on our customer care helpline from your registered mobile number or write to us.

Thank you for your patience and support.

We would love to hear from you on how we are doing, please take a few seconds to fill out a quick survey which will be sent to you within 24 hours. Your feedback matters!

Thanks & Regards,
Pranjal

| [Terms of Use](#) | [Posting Rules](#) | [Help Page](#) | [Safety Tips](#) |

You may also want to know:

["How do I post an ad?"](#)

["How can I contact a Seller?"](#)

["How to troubleshoot technical issues?"](#)

**Saurabh kumar**

Mar 12, 2025, 18:24 GMT+5:30

Hello,

This is regarding my '1 ad MoneyBack bikes' ad package (order id 36205374) that I had bought under MoneyBack guarantee that if the bike is not sold within 30 days, I would get full refund. I used it for my ad 1797379425 but it was not sold so I am requesting refund.

Thank you

 [Download the app](#)

 [Download the app](#)

For more information visit our [help page](#) or [contact us here](#).

[W262XY-MWWYM]