

Dear Customer,

We apologize for the inconvenience caused to you.

With reference to your mail we would like to inform you that the remote of your TV has been dispatched.

Please find the courier details below:

Courier name- DTDC
Docket number - Z61774253

Regards
Spares Team

On Mon, 8 Mar 2021 at 21:10, Samiran Gayen <samiran.gayen85@gmail.com> wrote:

[Quoted text hidden]

Samiran Gayen <samiran.gayen85@gmail.com>
To: Spares Dispatch <spares@sppl.ind.in>

Tue, Jun 1, 2021 at 9:44 PM

Dear Spares Team,

I had received the same within three days. But it is just 1 and half months over the remote **volume +** button is not working. This a 3rd class quality produced.

Please give me a good quality remote. I think I shall have to change the remote after every 1/2 month after the warranty period.

Also, I do not wish to make a complaint to the consumer forum as like last time.

Please do the needful asap.

Regards
Samiran Gayen
Mobile No: 8777400475
[Quoted text hidden]

 **INVOICE (1).pdf**
211K

Spares Dispatch <spares@sppl.ind.in>
To: Samiran Gayen <samiran.gayen85@gmail.com>

Wed, Jun 2, 2021 at 2:58 PM

Dear Customer,

Greetings for the day!

We request you to kindly share one video while using new Chargeable/Duracell batteries so that we can proceed further.

Note:-Due to ongoing Covid situation our services will get impacted in Maharashtra and other states due to night curfew. Hence you may expect delay in response which is beyond our control. We appreciate your understanding and cooperation in this situation.

Regards
Spares Team

[Quoted text hidden]

Samiran Gayen <samiran.gayen85@gmail.com>
To: Spares Dispatch <spares@sppl.ind.in>


Wed, Jun 2, 2021 at 9:14 PM

Dear Team,

Sharing the video for your reference. You can see Vol + is not working. But Others key is working fine. Please improve you remote quality.

Regarda
Samiran Gayen
Mobile. 8777400475

[Quoted text hidden]

 **VID-20210602-WA0003.mp4**
2197K

Samiran Gayen <samiran.gayen85@gmail.com>
To: Spares Dispatch <spares@sppl.ind.in>

Fri, Jun 4, 2021 at 7:53 PM

What next? No reply received from your side.

[Quoted text hidden]

Spares Dispatch <spares@sppl.ind.in>
To: Samiran Gayen <samiran.gayen85@gmail.com>

Sat, Jun 5, 2021 at 1:20 PM

Dear Customer,

We really apologize for the delay,

We would like to inform you that we have forwarded your request to the concerned team to look into your complaint and assist you on priority.

Note:-Due to ongoing Covid situation our services will get impacted in Maharashtra and other states due to night curfew. Hence you may expect delay in response which is beyond our control. We appreciate your understanding and cooperation in this situation.

Regards
Spares Team

[Quoted text hidden]

Branch Support <branchsupport@sppl.ind.in>
To: samiran.gayen85@gmail.com
Cc: Kodak TV Consumercare <consumer@kodaktv.in>, Spares Dispatch <spares@sppl.ind.in>

Sat, Jun 5, 2021 at 1:22 PM

Dear Customer,

Greeting for the day,

We are writing this mail to keep you updated, as we all are well aware of the rising cases of Corona-virus across India from the past few weeks. In such a critical scenario precaution is the best measure.

Due to COVID-19, there is a mandatory lockdown in almost all of India, due to which we are unable to provide services since the movement of service engineers is not being allowed.

We request your cooperation and once the situation starts easing back to normal we will treat your case on priority.

We regret the inconvenience caused to you and hope you stay safe and at home.

Note: Due to the ongoing COVID situation our services will get impacted due to lockdown in many states. Hence you may expect delay in response which is beyond our control. We appreciate your understanding and cooperation in this situation.

Please feel free to reach out to us for any further assistance.

Regards
Branch Support Team

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

From: **Spares Dispatch** <spares@sppl.ind.in>

Date: Sat, 5 Jun 2021 at 13:19

Subject: Fwd: Remote Not Working

To: Neelu K <branchsupport@sppl.ind.in>

Dear Customer,

Register complain - sensor issue

Samiran Gayen

8777400475

4B, 3rd Floor Ecospace Business Park Rajarhat, New Town Kolkata 700156

Thomson 32 PATH Remote

Note:-Due to ongoing Covid situation our services will get impacted in Maharashtra and other states due to night curfew. Hence you may expect delay in response which is beyond our control. We appreciate your understanding and cooperation in this situation.

Regards

Spares Team

[Quoted text hidden]

2 attachments



VID-20210602-WA0003.mp4

2197K



INVOICE (1) (1).pdf

211K

Samiran Gayen <samiran.gayen85@gmail.com>

Sun, Jun 6, 2021 at 11:13 AM

To: Branch Support <branchsupport@sppl.ind.in>, Spares Dispatch <spares@sppl.ind.in>

Hi,

I understand your concern. It is ok, in this covid19 situation service could not be provided. So please confirm service would be provided after normal situation as warranty service.

Regards

Samiran Gayen

8777400475

[Quoted text hidden]

Branch Support <branchsupport@sppl.ind.in>

Mon, Jun 7, 2021 at 4:27 PM

To: Samiran Gayen <samiran.gayen85@gmail.com>

Dear Customer,

Greeting for the day,

We are writing this mail to keep you updated, as we all are well aware of the rising cases of Corona-virus across India from the past few weeks. In such a critical scenario precaution is the best measure.

Due to COVID-19, there is a mandatory lockdown in almost all of India, due to which we are unable to provide services since the movement of service engineers is not being allowed.

We request your cooperation and once the situation starts easing back to normal we will treat your case on priority.

We regret the inconvenience caused to you and hope you stay safe and at home.

Note: Due to the ongoing COVID situation our services will get impacted due to lockdown in many states. Hence you may expect delay in response which is beyond our control. We appreciate your understanding and cooperation in this situation.

Please feel free to reach out to us for any further assistance.

Regards
Branch Support Team

[Quoted text hidden]

Branch Support <branchsupport@sppl.ind.in>
To: Samiran Gayen <samiran.gayen85@gmail.com>
Cc: Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Thu, Jul 8, 2021 at 12:45 PM

Dear Customer,

Greetings for the day,

We would like to inform you that we have highlighted this to the concerned team and the same will be contacted soon.

We appreciate your patience and cooperation in this regard.

Complaint ID - WBU5080721T0067

Please feel free to reach out to us for any further assistance.

Please Note:-Due to the ongoing Covid situation, our services will get impacted. Hence you may expect a delay in response which is beyond our control. We appreciate your understanding and cooperation in this situation.

Regards
Branch Support Team

[Quoted text hidden]

Samiran Gayen <samiran.gayen85@gmail.com>
To: Branch Support <branchsupport@sppl.ind.in>
Cc: Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Tue, Jul 13, 2021 at 8:16 AM

Dear Team,

I do not understand when the service would be provided?

Regards
Samiran Gayen
[Quoted text hidden]

Samiran Gayen <samiran.gayen85@gmail.com>
To: Branch Support <branchsupport@sppl.ind.in>
Cc: Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Tue, Jul 13, 2021 at 9:19 PM

Reminder 1.

Regards
Samiran Gayen
[Quoted text hidden]

Samiran Gayen <samiran.gayen85@gmail.com>
To: Branch Support <branchsupport@sppl.ind.in>, Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Thu, Jul 15, 2021 at 8:13 PM

Reminder 2.

Regards
Samiran

[Quoted text hidden]

Mail Delivery Subsystem <mailer-daemon@googlemail.com>
To: samiran.gayen85@gmail.com

Fri, Jul 16, 2021 at 10:51 PM



Delivery incomplete

There was a temporary problem delivering your message to **spares@sppl.ind.in**. Gmail will retry for 45 more hours. You'll be notified if the delivery fails permanently.

[LEARN MORE](#)

The response was:

452 4.2.2 The email account that you tried to reach is over quota. Please direct the recipient to <https://support.google.com/mail/?p=OverQuotaTemp> i13sor3279851ilm.8 - gsmt

Final-Recipient: rfc822; spares@sppl.ind.in

Action: delayed

Status: 4.2.2

Diagnostic-Code: smtp; 452-4.2.2 The email account that you tried to reach is over quota. Please direct 452-4.2.2 the recipient to

452 4.2.2 <https://support.google.com/mail/?p=OverQuotaTemp> i13sor3279851ilm.8 - gsmt

Last-Attempt-Date: Fri, 16 Jul 2021 10:21:32 -0700 (PDT)

Will-Retry-Until: Sun, 18 Jul 2021 07:43:47 -0700 (PDT)

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

From: Samiran Gayen <samiran.gayen85@gmail.com>

To: Branch Support <branchsupport@sppl.ind.in>, Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Cc:

Bcc:

Date: Thu, 15 Jul 2021 20:13:41 +0530

Subject: Re: Remote Not Working

----- Message truncated -----

Mail Delivery Subsystem <mailer-daemon@googlemail.com>
To: samiran.gayen85@gmail.com

Sat, Jul 17, 2021 at 11:50 PM



Delivery incomplete

There was a temporary problem delivering your message to **spares@sppl.ind.in**. Gmail will retry for 20 more hours. You'll be notified if the delivery fails permanently.

[LEARN MORE](#)

The response was:

452 4.2.2 The email account that you tried to reach is over quota. Please direct the recipient to <https://support.google.com/mail/?p=OverQuotaTemp> t9sor4995786pgc.4 - gsmt

Final-Recipient: rfc822; spares@sppl.ind.in

Action: delayed

Status: 4.2.2

Diagnostic-Code: smtp; 452-4.2.2 The email account that you tried to reach is over quota. Please direct 452-4.2.2 the recipient to

452 4.2.2 <https://support.google.com/mail/?p=OverQuotaTemp> t9sor4995786pgc.4 - gsmt

Last-Attempt-Date: Sat, 17 Jul 2021 11:20:28 -0700 (PDT)

Will-Retry-Until: Sun, 18 Jul 2021 07:43:47 -0700 (PDT)

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

From: Samiran Gayen <samiran.gayen85@gmail.com>

To: Branch Support <branchsupport@sppl.ind.in>, Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Cc:

Bcc:

Date: Thu, 15 Jul 2021 20:13:41 +0530

Subject: Re: Remote Not Working

----- Message truncated -----

Samiran Gayen <samiran.gayen85@gmail.com>

Sun, Jul 18, 2021 at 11:04 AM

To: Branch Support <branchsupport@sppl.ind.in>, Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Reminder 3.

Regards

Samiran

[Quoted text hidden]

Mail Delivery Subsystem <mailer-daemon@googlemail.com>

Mon, Jul 19, 2021 at 1:15 AM

To: samiran.gayen85@gmail.com



Recipient inbox full

Your message couldn't be delivered to **spares@sppl.ind.in**.
Their inbox is full, or it's getting too much mail right now.

[LEARN MORE](#)

The response was:

452 4.2.2 The email account that you tried to reach is over quota. Please direct the recipient to <https://support.google.com/mail/?p=OverQuotaTemp> r10sor7052334pgl.52 - gsmt

Final-Recipient: rfc822; spares@sppl.ind.in

Action: failed

Status: 4.2.2

Diagnostic-Code: smtp; 452-4.2.2 The email account that you tried to reach is over quota. Please direct 452-4.2.2 the recipient to

452 4.2.2 <https://support.google.com/mail/?p=OverQuotaTemp> r10sor7052334pgl.52 - gsmt

Last-Attempt-Date: Sun, 18 Jul 2021 12:45:04 -0700 (PDT)

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

From: Samiran Gayen <samiran.gayen85@gmail.com>

To: Branch Support <branchsupport@sppl.ind.in>, Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Cc:

Bcc:

Date: Thu, 15 Jul 2021 20:13:41 +0530

Subject: Re: Remote Not Working

----- Message truncated -----

Mail Delivery Subsystem <mailer-daemon@googlemail.com>

Mon, Jul 19, 2021 at 2:59 PM

To: samiran.gayen85@gmail.com



Delivery incomplete

There was a temporary problem delivering your message to **spares@sppl.ind.in**. Gmail will retry for 44 more hours. You'll be notified if the delivery fails permanently.

[LEARN MORE](#)

The response was:

452 4.2.2 The email account that you tried to reach is over quota. Please direct the recipient to <https://support.google.com/mail/?p=OverQuotaTemp> b192sor3992980oii.128 - gsmt

Final-Recipient: rfc822; spares@sppl.ind.in

Action: delayed

Status: 4.2.2

Diagnostic-Code: smtp; 452-4.2.2 The email account that you tried to reach is over quota. Please direct 452-4.2.2 the recipient to

452 4.2.2 <https://support.google.com/mail/?p=OverQuotaTemp> b192sor3992980oii.128 - gsmt

Last-Attempt-Date: Mon, 19 Jul 2021 02:29:45 -0700 (PDT)

Will-Retry-Until: Tue, 20 Jul 2021 22:34:17 -0700 (PDT)

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

From: Samiran Gayen <samiran.gayen85@gmail.com>

To: Branch Support <branchsupport@sppl.ind.in>, Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Cc:

Bcc:

Date: Sun, 18 Jul 2021 11:04:07 +0530

Subject: Re: Remote Not Working

----- Message truncated -----

Mail Delivery Subsystem <mailer-daemon@googlemail.com>
To: samiran.gayen85@gmail.com

Tue, Jul 20, 2021 at 12:58 PM



Delivery incomplete

There was a temporary problem delivering your message to **spares@sppl.ind.in**. Gmail will retry for 22 more hours. You'll be notified if the delivery fails permanently.

[LEARN MORE](#)

The response was:

452 4.2.2 The email account that you tried to reach is over quota. Please direct the recipient to <https://support.google.com/mail/?p=OverQuotaTemp> u188sor4787382oia.91 - gsmtip

Final-Recipient: rfc822; spares@sppl.ind.in

Action: delayed

Status: 4.2.2

Diagnostic-Code: smtp; 452-4.2.2 The email account that you tried to reach is over quota. Please direct 452-4.2.2 the recipient to

452 4.2.2 <https://support.google.com/mail/?p=OverQuotaTemp> u188sor4787382oia.91 - gsmtip

Last-Attempt-Date: Tue, 20 Jul 2021 00:28:52 -0700 (PDT)

Will-Retry-Until: Tue, 20 Jul 2021 22:34:17 -0700 (PDT)

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

From: Samiran Gayen <samiran.gayen85@gmail.com>

To: Branch Support <branchsupport@sppl.ind.in>, Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Cc:

Bcc:

Date: Sun, 18 Jul 2021 11:04:07 +0530

Subject: Re: Remote Not Working

----- Message truncated -----

Mail Delivery Subsystem <mailer-daemon@googlemail.com>
To: samiran.gayen85@gmail.com

Wed, Jul 21, 2021 at 1:02 PM



Recipient inbox full

Your message couldn't be delivered to **spares@sppl.ind.in**.
Their inbox is full, or it's getting too much mail right now.

[LEARN MORE](#)

The response was:

452 4.2.2 The email account that you tried to reach is over quota. Please direct the recipient to <https://support.google.com/mail/?p=OverQuotaTemp> d11sor490150oiw.15 - gsmt

Final-Recipient: rfc822; spares@sppl.ind.in

Action: failed

Status: 4.2.2

Diagnostic-Code: smtp; 452-4.2.2 The email account that you tried to reach is over quota. Please direct 452-4.2.2 the recipient to

452 4.2.2 <https://support.google.com/mail/?p=OverQuotaTemp> d11sor490150oiw.15 - gsmt

Last-Attempt-Date: Wed, 21 Jul 2021 00:32:11 -0700 (PDT)

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

From: Samiran Gayen <samiran.gayen85@gmail.com>

To: Branch Support <branchsupport@sppl.ind.in>, Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Cc:

Bcc:

Date: Sun, 18 Jul 2021 11:04:07 +0530

Subject: Re: Remote Not Working

----- Message truncated -----

Branch Support <branchsupport@sppl.ind.in>

Thu, Jul 22, 2021 at 9:45 AM

To: Samiran Gayen <samiran.gayen85@gmail.com>

Cc: Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Dear Customer,

Greetings for the day!

We apologize for the delay due to a system update on our end.

As we have checked the status your complaint has been allotted to the engineer, below is the engineer name who will be visiting your place:

Engineer name - SUNIL BERA

Engineer Number - 9330027773

Regards

Branch Support Team

[Quoted text hidden]

Samiran Gayen <samiran.gayen85@gmail.com>

Wed, Jul 28, 2021 at 2:09 PM

To: Branch Support <branchsupport@sppl.ind.in>, Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Dear All,

I am getting several commitments for service, not the service. Can you send your Engineer to solve the problem? This is my last request to you. After this I shall deal with you through Consumer Forum.

Regards
Samiran Gayen
Mobile No: 8777400475

[Quoted text hidden]

Branch Support <branchsupport@sppl.ind.in>

Sat, Jul 31, 2021 at 11:14 AM

To: Samiran Gayen <samiran.gayen85@gmail.com>

Cc: Spares Dispatch <spares@sppl.ind.in>, Customer Care <consumercare@thomsontv.in>

Dear Customer,

We would like to inform you that we have already highlighted this to our concerned team and they are working on the same. Kindly allow us some time to get this resolved.

Note : Due to the current Covid 19 situation, we cannot commit to our mentioned delivery dates. We are working hard to meet the unprecedented demand and we thank you for your patience

Regards
Branch Support Team

[Quoted text hidden]