

Dear all,

I am forced to write this mail as whenever we call Rizwan for status, he is always busy with a customer and till date, we have no certainty when we will get the car.

1) We have booked a 2017 Lodgy Stepway RXZ Planet Grey by paying ₹10,000/- token (not deposited on our request as it was just booking confirmation) on 03.05.2017 and booking amount ₹50,000/- was paid on 08.05.2017. At that time there was no mention of Planet Grey not being available in showroom, yard or production plant.

After repeated follow-up for Advance payment receipt, same was mailed to us after 5 days, on 13.05.2017. (Attached)

We were told during booking that delivery will take 4 days for cars in stock, and 10 days if car has to be ordered from manufacturing plant.

From: **Team leader Rizwan Mujawar** >



To: **Prabhakar Bhaskare** >

[Hide](#)

Payment

13 May 2017 at 10:50 AM

 Found in Inbox

Respected Madam,

As per our telephonic discussion please find the attached copy.

Thanks & Regards,

Rizwan Mujawar

Asst. Sales Manager

Roharsh Motors Pvt Ltd

8796089002

2) We were then told that Planet Grey colour is not available with anyone in the country, and we were offered 2016 models in Silver/ White and 2017 model in Silver. This status too, was given to us when only after we visited the showroom, and not over phone. On our request, he said he would check again regarding our colour of choice, and after few days he said that only 4 silver cars were available with manufacturing plant, and on our confirmation, one of them would be allotted to us.

3) We raised this issue with Renault customer care and during that time, I got many calls from Rizwan, but because I was driving I could not answer. Next day when i spoke to him he gave me the same reply- no Planet Grey cars, no update from Renault manufacturing plant about date, no car with anyone in the country. I asked him to mention the same reason in the mail he was going to send us regarding colour change, but there was no such mention. (Attached)
This mail too, came almost after one week of telephonic conversations.

On Sat, 20 May 2017 at 10:00 AM, Dyna-Tech <dyna-tech@hotmail.com> wrote:

Still waiting for your mail since 2 days.
Any issue?

On 20-May-2017, at 11:20 AM, Team leader Rizwan Mujawar

<rizwan.m@roharshmotors.com> wrote:

Respected Sir,

As per our telephonic discussion you have asked to change the colour of Renault Lodgy RXZ 8 seater stepway from planet Grey to Silver.

Please confirm the same.

Thanks & Regards,

Rizwan Mujawar

Asst. Sales Manager

Roharsh Motors Pvt Ltd

[8796089002](tel:8796089002)

I replied to the same mail with real reason, and we decided to compromise and agreed with Silver colour with the only hope that we get the car in proper time, as we had already sold our previous car.

On Sat, May 20, 2017 at 2:13 PM, Dyna-Tech <dyna-tech@hotmail.com> wrote:

Dear Rizwan,

As per telephonic conversation from last week, and the information given by you that there is no Planet Grey colour car available, and time when it can be delivered is not known, please change our colour to Silver.

Thanks

Satyajeet Bhaskare

4) We then received a call saying that the car would be Invoiced to us from a dealer in Kolhapur, and would be driven to Pune by road, and hence the odometer would read 250 kms. I asked Rizwan to mention the same by mail. Which he did.

On 23-May-2017, at 12:39 PM, Team leader
Rizwan Mujawar

<rizwan.m@roharshmotors.com> wrote:

Respected Sir,

As we have discussed over phone the car is not in stock with Roharsh Motors Pvt Ltd , so we are Shipping the car from Co-Dealer from Kolhapur where as the we will bring the car by Road from kolhapur to Pune which will cover distance of 250 km.

So would request you to confirm and approve the same.

Thanks & Regards,
Rizwan Mujawar
Asst. Sales Manager
Roharsh Motors Pvt Ltd

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5) We agreed for that too, and confirmed the same by mail. I just asked for VIN number and actual photos before the car was invoiced to me. We were told that photos were possible once car was received by Baner showroom, but VIN would be shared.

From: **Prabhakar Bhaskare** >



To: **Team leader Rizwan Mujawar** >

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Re: Price List

23 May 2017 at 2:33 PM

Dear Rizwan,

Please share VIN and few (actual) vehicle photos before vehicle dispatch.

Sent from my iPhone

It is 25th today, till date we have not received VIN, and after we called Rizwan today morning, we got the same reply that he is busy with a customer and he said he would call back within 10 minutes. He has still not called back. (The call was made at 10:40am)

Till date we do not know the actual status of the car and when we will get it or whether we will even get it.

Of the 15+ cars we have bought as a family, we have never faced such issues with any brand or car or showroom.

Honestly, we don't have any trust or reliability with the brand anymore, and would definitely not recommend the brand to anyone in our network. It has just left a bad taste in our mouth, and we regret the decision of trying out your brand.

It has been over 20 days that our issue is open.

Now we want to cancel our booking, so do the needful and arrange to return our advance as soon as possible , before any steps are taken in the legal direction.

Being an automobile enthusiast, its my responsibility to inform buyers in our country about such service and experiences on my personal website and popular automotive forums which I am a member of.

Thanks and Regards,
Satyajeet Bhaskare