

From: lobo geover geover_2000@yahoo.com 
Subject: Fw: Cancellation Request - Baleno 1.3 Alpha white : Dr. Geover Lobo
Date: 24 July 2016 at 10:21 AM
To: sunilrufus@gmail.com

LG

From: Anil Sequeira <anil.sequeira@nexadealer.com>;
To: <geover_2000@yahoo.com>;
Subject: Cancellation Request - Baleno 1.3 Alpha white : Dr. Geover Lobo
Sent: Fri, Jul 22, 2016 8:54:00 AM

Dear Dr. Geover Lobo,

Greetings from NEXA –Kadri road !!!

Thank you for considering us for your BALENO

This is in regard to the request on cancellation of BALENO received dated 21/07/2016.

1. Vehicle was allotted within the stipulated waiting period as communicated while booking along with timely follow-ups.
2. Basis on your request, vehicle was made available to see for making full and final payment for the vehicle on 19/07/2016 evening at round 6 pm. Your visit along with your friend to see the vehicle and your observations on the cleanliness of the vehicle was a mere fact that it was not ready to be delivered , as the delivery was scheduled 2 days after your visit .(precisely not washed and polished)
3. This was an provision availed to collect full payment to proceed towards delivery formalities.
4. We allot the vehicles as per FIFO policy , the vehicle which was initially allotted to you was under transit plan which would tentatively be 12 days to reach Mangalore via container. Meanwhile , another vehicle in similar model which you have booked was de-allotted and would go to the next in line booking which was allotted to you as per FIFO.
5. We agree to the fact that our Relationship Manager Mr. Alroy have not clarified enough on the process involved in the vehicle allocation.
6. Pre-delivery inspection was subsequently completed and informed to you on the delivery part on the next day of your visit (20/07/2016)

1. All these matters were discussed and clarified to you in your friends office on 20/07/2016 in person.

However, you have decided to cancel the booking as per the letter dated 21/07/2016, refund of the same will be done within 3 working days.

Thank you for giving us opportunity to serve you, we wish to serve you better in the future days as well.

Regards,

Anil Clement Sequeira

Showroom Manager

NEXA Kadri Road

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