

Cancun Group Legal

Fri, Aug 23, 3:05 PM (4 days ago)







Respected Sir,

to me 🔻

Firstly we are sorry for your inconvenience, we are working on your issues, and we are trying to refund your entire invested amount as early as possible.

Thanking You.

Legal,

Cancun Group

PS IXL Building, Rajarhat, Chinar Park, New Town Road, Unit No. 505,5th Floor, Kolkata-700136.



Narendra Gupta <reach2narendra@gmail.com>

Mon, Aug 26, 3:10 PM (21 hours ago)







Dear Cancun Team,

to Cancun -

May I know the timeline to refund my money?

I have been hearing these kind of commitments since January 2018, for almost two years now. Pradeep Dey, Kishnau Viswas, and other team members have committed several times earlier, however I have not received even a single penny of my hard earned money till date.

Regards, Narendra Gupta 9663526691

...

Refund > Inbox x



Thu, May 30, 6:03 PM 💠 🤸





Debasis biswas <cancunbhumi999@gmail.com>

Respected Sir,

We regret for the inconvenience caused due to our shortage of funds. We are extremely sorry for the mental trauma faced by you for us. Please spare us some more time to settle your dues. We will get back to you as soon as possible once the problem is solved which is not going to take a long span of time. We will be highly obliged if you kindly co-operate with us for the time being.



Narendra Gupta <reach2narendra@gmail.com>

to Debasis *

Thu, May 30, 9:20 PM 🖈 🦱





How much time ????????

For last 5 years my hard earned money is lying with you without any returns. In my financial crunch times I cannot use my own money. I have been through all financial crisis and you guys are saying more time?

I canceled my booking for over 1.5 years. I have heard all false promises and excuses. What kind of people you are, don't you have any sense of professionalism. What kind



Narendra Gupta <reach2narendra@gmail.com>

to Debasis 🕶

Dear Debasis

It has been a real test of patience. I have been reaching out to you and team with hollow responses for over 2 years now. You have committed several times but I have not received even a penny yet. I am undergoing huge financial pressure and request you to refund my amount.

Thank you and Regards, Narendra Gupta +91-9663526691



Narendra Gupta <reach2narendra@gmail.com>

to Cancun, Cancun, info2legal.cancungroup, info, Debasis *

Wed, Jul 24, 10:10 AM ☆ ★





Debasis Biswas / Pradeep Dey / Cancun staff - You have been extremely irresponsible and unprofessional with no sense of shame over not fulfilling your commitment time and again. What kind of organization you are? I have not received even a single penny of my hard earned money for over past 4 years. Its been over 18 months since I cancelled my booking. I have written 100s of emails, called you 1000s of times, sent my family friends to meet in person but nothing deterred you keeping me struggling with

Re: LEGAL NOTICE - Refund my money - Narendra Gupta D





Narendra Gupta <reach2narendra@gmail.com>

to anindito, Debasis, info *

my finances. Are you all dead ??

Pradeep Dey,

As per our telephonic conversation last week, you had committed to pay within 2 weeks times. I request you to pay my money at the earliest and not dodge your words this time as has been the case last 1.5 years.

Refund my money. My cancellation was on 18-Jan-2018. Its been painful and embarrassing time all these months. You will have to bear heavily if not done this month.

Regards. Narendra Gupta +91-9663526691

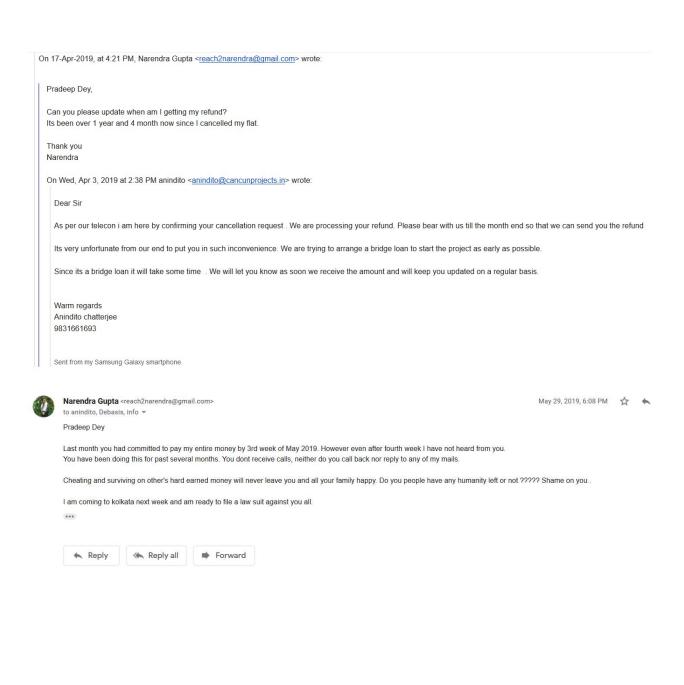
On Sat, Apr 27, 2019 at 5:36 PM Narendra Gupta < reach2narendra@gmail.com > wrote:

Debasis Biswas/Pradeep Dey/ Cancun Team,

This is my last email before legal notice. I have heard enough of your excuses and you guys are extremely unprofessional being insensitive towards customer's woes.

You have been giving false promises and not refunding my hard earned money for years. It's been very embarrassing and painful experience. I will make you guys pay for the mental trauma and financial stress I am going through.

Narendra Gupta



Dear Sir

As per our telecon i am here by confirming your cancellation request. We are processing your refund. Please bear with us till the month end so that we can send you the refund

Its very unfortunate from our end to put you in such inconvenience. We are trying to arrange a bridge loan to start the project as early as possible.

Since its a bridge loan it will take some time . We will let you know as soon we receive the amount and will keep you updated on a regular basis.

Warm regards Anindito chatterjee 9831661693

Sent from my Samsung Galaxy smartphone



Narendra Gupta <reach2narendra@gmail.com>

Wed, Apr 3, 2:59 PM 🖒 🧆



to anindito *

Thank you Mr. Anindito.

I had started the cancellation process in January 2018 and it's been over 15 months. But it's been a painful experience with Cancun with zero professionalism and not really living on commitments.

I will really appreciate the refund at the earliest.

Regards. Narendra Gupta 9663526691



Narendra Gupta <reach2narendra@gmail.com>

to anindito, Debasis, info 🔻

Hi Pradeep ji,

Can you please update who is your focal for any communication. I thought it was Anindito but he is not picking the call nor responding.

Regards, Narendra



Narendra Gupta <reach2narendra@gmail.com>

to anindito, Debasis, info 🕶

Pradeep Dey,

I have been hearing all your excuses for over 15 months now. Can you please refund my money as you had promised by 25th April?

Narendra Gupta 9663526691

Sent from my iPhone



Narendra Gupta <reach2narendra@gmail.com>

to Bishwambhar, Cancun, Cancun *

Hi Cancun Team, CEO.

It has been over 7 months since I signed the cancellation form for my duplex flat for the Skylark Project. However, I have not received even a single installment of the refund amount nor any acknowledgment on the refund schedule from your side. The then CEO Mr. Sanjeet Ghosh had committed to 50% of the payment within 6 months which I do not see happening.

I have been calling and sending emails over and again with no response. This is height of unprofessional behavior from a reputed brand like yours. I had invested in Cancun with trust factor which seems to be no more. I am highly disappointed and request you to refund my entire amount at the earliest.

I am sending my brother Mr. Bishwambhar in person and request you to hand over the hard-copy of the singed cancellation form and give a concrete plan on the refund schedule of my entire

Thank you and Regards, Narendra Gupta +91-9663526691





Thu, Apr 25, 8:20 PM 🌣 🦶 🗓

Fri, Apr 26, 12:46 PM 🖈 🦶 🗎

Thu, Oct 4, 2018, 11:23 AM 🛕 🤸





to Cancun, Cancun, Bishwambhar 🕶 Hi Cancun Team and CEO.

My brother, Mr. Bishwambhar visited your office this Saturday, 06th of October and per his conversation with Mr. Pradeep, the chief accountant, it was assured that I would receive detailed breakup and schedule of my refund disbursements latest by Monday, 10th October. However even after calling and reminding over the phone I have not received any updates on my refund schedule.

Can you please revert as to why so much delay from your side ?

Thank you Narendra Gupta +91-9663526691

Sent from my iPhone



Narendra Gupta <reach2narendra@gmail.com>

to Cancun, Cancun, Bishwambhar 🕶



I have not received any response from your side yet. I was told that the amount will be disbursed after Durga Puja but no one from your office is responding to calls. Even my brother, Mr. Bishwambhar had called you twice this morning.

Can you please revert on the same please.

Regards Narendra Gupta +91-9663526691

Sent from my iPhone



Narendra Gupta <reach2narendra@gmail.com>

to Cancun, Cancun, Bishwambhar 🕶

When am I getting my money ??

I have been calling Kishanu Vishwas and Pradeep dey multiple times but did not receive any response.

Can you people please respond when I am getting my money ?????

Sent from my iPhone



Cancun Group <info@cancungroups.in>
to me •

Dear Sir,

As per our to-days meeting we are ready to pay your out standing invested amount to you which will be started from January 2019, and the monthly installment amount will be to the tune of Rs.2,00,000/- per month. Sorry for inconvenience.

Thanking You

Regards Pradip Dey

8697923206

Oct 24, 2018, 12:20 PM 💠 🤸





Oct 27, 2018, 11:15 AM 🛕 🤸

Nov 24, 2018, 6:18 PM 🛣 🦱







As per your previous email, you had mentioned the payment to start from December 2018. Prior to that you and Mr. Biswas had assured of payment post Durga Puja. And now it is January 2019. Next time you will tell February and so on. I have heard multiple fake and hollow commitments from you and your team over the year. Extremely pathetic and unprofessional response. This proposal is purely unacceptable.

As per today's discussion, 50% of my entire amount was to be disbursed in December 2018 and the entire amount in total 3 installments (by February 2018) Further your email is vague and lacks clarity. You have not mentioned the total amount plus exact date of disbursement. I request you to provide details of total refund amount details with date of disbursement in the below format:

| Total Refund Amount | | | |
|----------------------------|----------------------|-----|--------|
| Installment Number | Date of Disbursement | % | Amount |
| 1st Installment | | 50% | |
| 2nd Installment | | 25% | |
| 3rd Installment | | 25% | |

Regards,

Narendra Gupta Bangalore, India +91-9663526691

On Sat, Dec 1, 2018 at 12:29 PM Cancun Group <info@cancungroups.in> wrote:

Dear Mr Gupta,

As per telephonic discussion we will try to refund your invested amount tentatively as per bellow mention schedule.

Note: The first Installment will be credited on your account by 25th of December, 18.

| Installment Number | % |
|--------------------|-----|
| 1st Installment | 50% |
| 2nd Installment | 10% |
| 3rd Installment | 10% |
| 4th Installment | 10% |
| 5th Installment | 10% |
| 6th Installment | 10% |



Cancun Groups Back Office Team Ph: 033 6555 5083

Corporate Office:
PS NL Bulding, 5th Floor, Suite No. 505
Rajarhat, Chinar Park, New Town Road, Kollkata - 700 136
Ph: 1033 6555 5083 | info@cancungroups.in | www.cancungroups.in

On 04-Oct-2018, at 11:23 AM, Narendra Gupta <re>reach2narendra@gmail.com</re>> wrote:

Hi Cancun Team, CEO,

It has been over 7 months since I signed the cancellation form for my duplex flat for the Skylark Project. However, I have not received even a single installment of the refund amount nor any acknowledgment on the refund schedule from your side. The then CEO Mr. Sanjeet Ghosh had committed to 50% of the payment within 6 months which I do not see happening.

I have been calling and sending emails over and again with no response. This is height of unprofessional behavior from a reputed brand like yours. I had invested in Cancun with trust factor which seems to be no more. I am highly disappointed and request you to refund my entire amount at the earliest.

I am sending my brother Mr. Bishwambhar in person and request you to hand over the hard-copy of the singed cancellation form and give a concrete plan on the refund schedule of my entire amount.

Thank you and Regards, Narendra Gupta +91-9663526691



Narendra Gupta <reach2narendra@gmail.com>

to Cancun, nath.bishwambhar 🕶

Hi Pradeep Dey,

I am unable to reach on your number for past several weeks.

It seems you have blocked my number. My payment has been pending with Cancun for past 1 year and shamelessly you don't bother to respond to your customer. You had committed to pay my money starting OCTOBER 2018 but I have not received a single penny till date.

Can you please refund my amount immediately?

Feb 27, 2019, 12:52 PM 🖒 🤚

Mar 1, 2019, 6:24 PM 💠 🦱

Narendra Gupta 9663526691



Narendra Gupta <reach2narendra@gmail.com>

to Debasis, Cancun, nath.bishwambhar 💌

Hi Pradeep Dey,

I am unable to reach on your number for past several weeks.

It seems you have blocked my number. My payment has been pending with Cancun for past 1 year and shamelessly you don't bother to respond to your customer. You had committed to pay my money starting OCTOBER 2018 but I have not received a single penny till date.

Can you please refund my amount immediately?

Narendra Gupta 9663526691

Sent from my iPhone

On 07-Jan-2019, at 5:04 PM, Narendra Gupta <reach2narendra@gmail.com> wrote:

Hi Cancun Team,

May I please know the status of my refunds?

As promised in your previous email I was supposed to receive the first disbursement of my amount by 25th of December 2018. None of you are either receiving the call or even responding to calls?

Thanks & Regards Narendra Gupta On Sat, Dec 1, 2018 at 12:29 PM Cancun Group <info@cancungroups.in> wrote:

Dear Mr Gupta,

As per telephonic discussion we will try to refund your invested amount tentatively as per bellow mention schedule. Note: The first Installment will be credited on your account by 25th of December,18.

| Installment Number | % |
|--------------------|-----|
| 1st Installment | 50% |
| 2nd Installment | 10% |
| 3rd Installment | 10% |
| 4th Installment | 10% |
| 5th Installment | 10% |
| 6th Installment | 10% |



Cancun Groups Back Office Team Ph: 033 6555 5083

Corporate Office :

PS IXL Building, 5th Floor, Suite No. 505 Rajarhat, Chinar Park, New Town Road, Kolkata - 700 136 Ph: 033 6555 5083 | info@cancungroups.in | www.cancungroups.in

URGENT - CANCELLATION OF MY BOOKING - Narendra Gupta - 3BHK Duplex 🗩 Indox x



Wed, Jan 17, 2018, 2:44 PM 🔯 🧄







Narendra Gupta <reach2narendra@gmail.com>

to Cancun, info -

I did not receive any response to my previous emails. I want to cancel the booking of my House as it is overly delayed and I have lost my interest in continuing with this

Can you please help me with the process. I am planning to come sometimes next week to do the formality.

Thank you Narendra Gupta Bangalore, India +91-9663526691

Any type of education is useless unless it is applied in real life situaltions.

From: Narendra Gupta [mailto:reach2narendra@gmail.com]

Sent: Wednesday, December 13, 2017 8:32 AM To: 'Cancun Group' < info@cancungroups.in>

Subject: RE: 30% Demand Letter _ Cancun Skylark Project

Hi Team.

Thank you for the pics. I see quite a delayed progress. I would request you to send the progress report on a periodic basis. Is there any whatsapp group for all the Cancun Skylark Customers to update on the progress? If not, can you help create one such group for more interaction and communication.

Further for my awareness, please do let me know the cancellation procedure as well. I want to be aware of the process. I am fed up paying huge Rents in Bangalore for over 1.5 years, seeing excessive delay from Cancun in Kolkata.

With Tons of Thanks!

Best Regards,

Narendra Gupta Bangalore, India +91-9663526691

Any type of education is useless unless it is applied in real life situaltions.



Jan 20, 2018, 7:03 PM 🛕 👆 ᠄





Dear Sir,

This is with reference to my previous chain of email requests regarding cancellation of my booking in the overly delayed Skylark Project.

I am extremely disappointed to mention the unprofessionalism shown by Cancun team in responding to my emails. I did not receive even a single email, not even the acknowledgment one from either your marketing or back office team. This tells a lot about how you care for your Customers.

I had booked a 3 BHK Duplex in September 2015 and was promised I will be handed over the completed apartment in the first quarter of 2018. By no means I see this happening. I have lost all the faith and trust in your project. I have been paying hefty rents over past several months. Because of this extreme delay from your side, I cannot incur any further loss and am looking for a ready-to-move in flat by the time promised (March-2018).

As such I request you to cancel my Booking and refund my total amount asap.

Looking forward to a response from your side asap.

Thank you and Regards, Narendra Gupta +91-9663526691



Cancun Group <info@cancungroups.in>

to me, Cancun *

Dear Mr. Gupta

We are accepting your cancellation request.

As per our management decision we will refund your invested money after all statutory deduction according to your agreement by Dec 2018 tentatively.

Your kind co-operation will be highly solicited.



Cancun Groups

Corporate Office:
PS OL, Bulding, 5th Floor, Suite No. 505
Rajarhat, Chinar Park, New Town Read, Kelkata - 700 136
Pti: (33 6555 5083 | inflo@canoungroups.in | www.canoungroups.in



Narendra Gupta <reach2narendra@gmail.com>

to Cancun, Cancun -

Dear Team

Thank you for the response. However, your email does not provide clear details of the cancellation cum refund process.

As a customer for over 2 years, I did not receive any support from Cancun group. During the entire period, I did not receive regular updates on the project progress despite multiple reminders. Further at times there was no clarity nor even any point of contact. Ranik Das (Ratan) with whom I had signed the agreement suddenly disappeared and inspite of calling umpteen times, no one responded to my calls. It has been a painful experience with Cancun altogether. I have already incurred huge financial loss by investing in this project. As a Customer, I had no option but to withdraw.

Jan 23, 2018, 6:32 PM 🏠 🤸

Jan 25, 2018, 3:30 PM 🏠 👆 🔡

In purview of my heavy financial loss, I request for the refund of my entire amount ASAP (leave alone the excess interest I would have gained else-where). I need to pay for my ready-to-move-in flat in the next couple of months and I request your kind co-operation.

Please find the amount furnished till date:

| Disbursement | Date | Amount (INR) |
|-----------------|-----------|--------------|
| 1st Installment | 2-0ct-15 | 12,88,059 |
| 2nd Installment | 31-Jan-16 | 6,44,029 |
| Total Paid | | 19,32,088 |

Here are my Bank details:

| Name | Narendra Prasad Gupta | |
|----------------|-----------------------------|--|
| Bank Name | Kotak Mahindra Bank Limited | |
| Account Number | 4311152847 | |
| Branch | Madhubani, Bihar | |
| IFSC Code | KKBK0005653 | |

Please let me know in case you require any further details

Thanks and Regards,

Narendra Gupta +91-9663526691



Cancun Group <info@cancungroups.in>

to me +

Sir,

As per discussion, I would like to inform you that we will be sending you the exact amount after all statutory deduction in next 10 to 15 days. This is for your information and necessary action.



Cancun Groups Back Office Team Ph: 033 6555 5083

Corporate Office:

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PS 02. Building, 5th Floor, Suite No. 505
Rajarhat, Chimar Park, New Town Road, Kolkata - 700 136
Ph. 033 6555 5083 | info@cancungroups in | www.cancungroups.in

We Man Hippiness

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Please find the amount furnished till date:

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Here are my Bank details:

| Narendra Prasad Gupta | |
|-----------------------------|--|
| Kotak Mahindra Bank Limited | |
| 4311152847 | |
| Madhubani, Bihar | |
| KKBK0005653 | |
| | |

Please let me know in case you require any further details.

Thanks and Regards,

Narendra Gupta

+91-9663526691

DUE AGREEMENT AMOUNT OF CANCUN SKYLARK > Inbox ×

X ⊕ Ø



Cancun Constructions < cancun.operation@gmail.com>

Mon, Jan 4, 2016, 3:32 PM 🌟 🦶



Dear Sir,

As discussed with Mr. Ratan Das you booked a flat at "Cancun Skylark" project on 30% down payment basis. But till date we received only 20% against your flat. Please pay the due 10% as soon as possible.

| Total due amount | 644 020 38 |
|-----------------------|--------------|
| Service tax(3.625%) | 22,529.38 |
| Due Amount | 621,500.00 |
| Received (till date) | 1,243,000.00 |
| Agreement Amount(30%) | 1,864,500.00 |
| Total Consideration | 6,215,000.00 |

**RTGS Details was already sent by Mr. Ratan das.

Thanks & Regards,

Sutapa Saha

Contact - 98301 11045

Cancun Bhumi (P). I td.



Narendra Gupta <reach2narendra@gmail.com>

Sat, Oct 3, 2015, 8:28 AM 🏠 🤸 :



Okay Thank you Ranik.

Can you come between 1 and 2 pm today to complete the formalities. My brother will be going to office by 2.

Thank you and Regards, Narendra Gupta



Fri, Oct 2, 2015, 11:49 PM 🏠 🔸 🔡



Ranik Das <ranik.kol@gmail.com>

Dear Sir,

mode of Payment.

- Agreement for sales 20% of total price +s.tax
 After Compilation of piling: 10%+ s.tax

- After compilation of foundation: 10% +s.tax
 At the time of ground floor roof casting: 10% + s.tax
- 5. At the time of 1st floor roof casting: 5%+s.tax
- 6. At the time of 2nd floor roof casting: 5%+s.tax 7. At the time of 3rd floor roof casting: 5%+s.tax
- 8. At the time of 4th floor roof casting: 5%+s.tax
- 9 At the time of 5th floor roof casting:5%+ s.tax
- 10. At the time of 6th floor roof casting: 5%+s.tax
- 11. At the time of 7th floor roof casting: 5%+s.tax
 12. At the time of Final roof casting: 5%+s.tax
- 13. At the time of Brick work: 5%+s.tax 14. Balance Before Possession: 5%+s.tax

Covered car parking: Rs. 400000/-

Extra Cost: At the time of possession Rs. 125000/- (Transformer+ Power back up+ Intercom and water treatment plant)

Maintenance Deposit Fund as Society Fund: Rs. 20/- per sq. Ft. at Time of possession.

Advance Maintenance: Rs.2/- per sq. Ft. Per month for 12 months at time of possession.

Legal Fees: 1% of property value time of Registration.

Details of 3bhk Duplex: Area:1550 sq.ft.

Rate per sq. Ft. :Rs.3800/-Covered car parking: 400000/-

Legal Fees: 1% of property value time of Registration.

Details of 3bhk Duplex: Area:1550 sq.ft. Rate per sq. Ft. :Rs.3800/-Covered car parking: 400000/-

Floor: 3&4.

Facing: South+west Total flat value with car parking & service tax: Rs. 6510150/-

30% Agreement amount will be: Rs. 1953045/-

Rest depends on contraction.

With Best Regards,

Ratan Das

Cancun Bhumi Pvt. Ltd.



Narendra Gupta <reach2narendra@gmail.com>

Okay Thank you Ranik.

Can you come between 1 and 2 pm today to complete the formalities. My brother will be going to office by 2.

Thank you and Regards, Narendra Gupta



Sat, Oct 3, 2015, 8:28 AM 🏠 🤚



