



Ritam Talukdar <talukdar2012@gmail.com>

Enquiry about the cancellation & token amount refund process against Flat No. 6Bin Block No. 9 of Urban Greens Phase II-A

3 messages

R Talukdar <talukdar2012@gmail.com>

Mon, Jun 15, 2020 at 8:51 AM

To: CUSTOMER CARE <customercare@urbangreens.co.in>

Cc: Tridip Sarkar <tridip@urbangreens.co.in>, Sangeet Mazumdar <sangeet.mazumdar@proptiger.com>, shekhar.sarkar@proptiger.com

Dear Sir,

Please refer to the subject mentioned above, in this regard it is to inform you that the undersigned paid a cheque amount to Rs. 2,10,000/- only on 14/03/2020 as a initial token amount for booking Flat No. 6B in Block No. 9 of Urban Greens Phase II-A. Subsequently an allotment letter was issued from your good office on 18/03/2020. However, the sudden effect of COVID-19 Pandemic which forced Govt. of India to lockdown the country which subsequently delayed the undersigned for further processing of balance payment. The said matter was mailed on 25/03/2020. In fact we are still in the Phase - V of the lockdown. I have also received a WhatsApp communication from Mr. Debasish Kar on 27/03/2020 that M/s Urban Greens also forced to work from home.

In this regard it may be mentioned here that, you are well aware that the country is going through the dare stage due to adverse effects of COVID-19, which directly affects each & every people of our country so does it affect myself financially which forced me to replan my future endeavors. In this regard I would like to request your good office to please reply via return mail about the cancellation & token amount refund process if I planned to quit from the aforesaid booking so can I make up my mind reagrding this matter.

Your early necessary action in this regard is highly solicited.

With Regards,

Ritam Talukdar
M- 7596908547, 9836879497

CUSTOMER CARE <customercare@urbangreens.co.in>

Mon, Jun 15, 2020 at 12:33 PM

To: R Talukdar <talukdar2012@gmail.com>

Dear Sir ,

We understand the current situation but as per our norms the booking money is forfeited in case of cancellation. For further discussion please come to our office and we will find a way to sort it and help you with your problem.

Warm Regards,

Mr. Prasun Banerjee
Contact No. +91 8617223424/6289612341
Email : customercare@urbangreens.co.in



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R Talukdar <talukdar2012@gmail.com>
To: CUSTOMER CARE <customercare@urbangreens.co.in>

Mon, Jun 15, 2020 at 2:51 PM

Dear Sir,

Thank you for your fast response. I will visit your good office by tomorrow or day after tomorrow for having a chat with you over this matter. Before that I will call you to confirm your availability.

With Regards,

Ritam Talukdar

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