

To,
Product Manager,
Sun Pharmaceutical Ind. Ltd.

Subject: Urgent Complaint Regarding Duplicate Xerina Cream Being Sold on Flipkart.

I am writing to bring to your attention a matter of utmost concern regarding the sale of a duplicate product on the popular e-commerce platform, Flipkart.

Recently, I purchased Xerina Cream 50gm from what I believed to be a legitimate source on Flipkart. To my dismay, upon closer inspection, it became apparent that the product I received is a counterfeit or duplicate version of the authentic Xerina Cream manufactured by Sun Pharma.

I am a regular user of Xerina Cream from more than 8 years and have always trusted the quality and efficacy of Sun Pharma products. However, this recent experience has left me deeply disappointed and concerned about the potential harm that counterfeit products can pose to consumers.

I kindly request your urgent attention to this matter to safeguard the reputation of Sun Pharma and protect consumers from the risks associated with counterfeit products. I believe it is crucial for Sun Pharma to take immediate action against such unauthorized sellers to maintain the trust of your loyal customers.

I have attached images of the product I received, including any packaging or labeling that may help in identifying the counterfeit product. Additionally, I have reported a negative review against the product in Flipkart but no action seems to have been taken there.

I appreciate your prompt investigation into this matter and request that you keep me informed of the actions taken to address the sale of duplicate Xerina Cream on Flipkart. If there are any further details you require from me or if you need additional information, please do not hesitate to contact me.

Disclaimer - As per my belief , I feel that the product which I have received is duplicate. It would be of great help ,If you could collect the sample from me and get it tested in your lab before putting allegation on anyone.

Thank you for your attention to this matter, and I trust that Sun Pharma will take appropriate steps to rectify the situation promptly.

Please find attached Bill and Images of the product which I have received.

Thanking You,
CA Raghav Tibdewal,
M.No 9438001794 , 8917364726

Address : Tibdewal House
Dharamsala Lane,
Near Gaiety Talkies Road,
Sambalpur-768001 , Odisha

Tax Invoice

Order Id: **OD429456429149801100**
Order Date: 19-10-2023, 03:19 PM

Invoice No: **FAPXJD2400000659**
Invoice Date: 21-10-2023, 12:24 PM

GSTIN: 07AKXPA0221A1ZU
PAN: AKXPA0221A

Sold By

FAISAL ZARI ART,
MAKAN NO 278 GALI NO 3, NEAR NALE WALA MAKAN
FS4 , , NEW DELHI - 110051
GST: 07AKXPA0221A1ZU

Shipping ADDRESS

Raghav Tibdewal,
Tibdewal House Dharamsala Lane,
Gaiety Talkies Road,
Dabur gali,
Sambalpur - 768001, IN-OR

Billing Address

Raghav Tibdewal,
Tibdewal House Dharamsala Lane,
Gaiety Talkies Road,
Dabur gali,
Sambalpur - 768001, IN-OR



Product	Description	Qty	Gross Amount	Discount	Taxable Value	IGST	Total
XERINA Cream 50 XERINA Cream (50 g) Not eligible for return IMEI/SrNo: [[]]	HSN: 3304 IGST: 18%	1	349.00	-10.00	287.28	51.71	339.00
	Shipping and Handling Charges	1	2.50	0	2.12	0.38	2.50
XERINA Cream 50 XERINA Cream (50 g) Not eligible for return IMEI/SrNo: [[]]	HSN: 3304 IGST: 18%	1	349.00	-10.00	287.28	51.71	339.00
	Shipping and Handling Charges	1	2.50	0	2.12	0.38	2.50
TOTAL QTY: 2						TOTAL PRICE: 683.00 All values are in INR	

Seller Registered Address: FAISAL ZARI ART,
B-184/3,, KHASRA NO. 167, GALI NO. 3 AND 4,, SUBHASH MOHALLA, NORTH GHONDA, DELHI, North East Delhi, NEW DELHI - 110053.
Declaration
The goods sold are intended for end user consumption and not for resale.



E. & O.E.



Ordered Through

FAISAL ZARI ART
Authorized Signature

B.:
Mfg. Date: RXE21021
Use Before: 05/2022
M.R.P. ₹ 04/2024
(Incl. of all taxes) 460.00

Directions: Wash affected areas and pat dry. Apply cream (1-2 gms) to affected areas & rub in. When absorbed, apply once more. For best results, apply to feet at night & wear socks to bed. Then wash off after 8 hours. Apply as needed 2-3 times daily.

M.:29/C/UA/LL/2016

Manufactured in India by:

Cymbiotics Biopharma Pvt. Ltd.,

At: Khasra No. 138, Raipur Industrial Area,
Bhagwanpur, Roorkee, Haridwar, Uttarakhand-247667

Under License from

Cymbiotics Inc., California 92026 USA



For your Feedback/Queries contact:
TOLL FREE No: 1800-200-10-13,
1800-103-10-13 or e-mail at
sun.direct@sunpharma.com

Marketed by :

sun pharmaceutical ind. ltd.

Acme Plaza, Andheri - Kurla Road

Andheri (E), Mumbai - 400 059

TM - Trademark applied for

...and pat dry. Apply
...& rub in. When
...for best results, apply
...Then wash off
...times daily.

M.: 29/C/UA/LL/2016

Manufactured in India by:
Cymbiotics Biopharma Pvt. Ltd.,
At: Khasra No. 138, Raipur Industrial Area,
Bhagwanpur, Roorkee, Haridwar,
Uttarakhand - 247667

Under Licence from
Cymbiotics Inc., California 92026 USA

For your Feedback/Queries contact:
TOLL FREE No: 1800-200-10-13,
1800-103-10-13 or e-mail at
sun.direct@sunpharma.com.

Marketed by :
sun pharmaceutical ind. ltd.
Acme Plaza, Andheri - Kurla Road
Andheri (E), Mumbai - 400 059

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...
...
(Incl. of all taxes)

TM - ...

For your Feedback/Queries contact
TOLL FREE No: 1800-200-10-13,
1800-103-10-13 or e-mail at
sundirect@sunpharma.com.

Marketed by :
Sun pharmaceutical ind. ltd.
Pune Plaza, Andheri - Kurla Road
Andheri (E), Mumbai - 400 059

B:
Mfg. Date:
Use Before:
M.R.P. ₹
(Incl. of all taxes)

RXE21021
05/2022
04/2024
460.00

TM - Trademark applied for





XerinaTM
CREAM