

----- Forwarded message -----

From: **Ganesh Ekambaram** <[egbganesh@gmail.com](mailto:egbganesh@gmail.com)>

Date: Wed, Feb 5, 2025 at 10:57 AM

Subject: Urgent: Request for Refund – Fraudulent Sales Practices

To: Daniella Vinakur <[lumaprousa@gmail.com](mailto:lumaprousa@gmail.com)>

Dear Luma Pro USA Team and Amit Shahar

I am writing to formally request a refund for the AVOLOGI ENEO product purchased at the Las Vegas Expo on January 24, 2025. Your salesperson, Jack, assured me of a **100% money-back guarantee** if the product did not deliver results. Based on this assurance, I proceeded with the purchase via credit card.

However, upon further research, I discovered overwhelmingly negative reviews about the product. When I attempted to return the product in the unopened original box, I was misled and given conflicting information. Despite Jack's promise that I would receive a return shipping label and refund, I was later informed that **your company does not offer refunds**, which was never disclosed at the time of purchase or displayed anywhere. Additionally, I requested that the unshipped hair growth product be canceled, but I was denied tracking details and further assistance.

This situation is highly deceptive, LumaPro USA has engaged in **fraudulent misrepresentation and deceptive business practices**, violating consumer protection laws. Their sales representatives intentionally **misled** customers with **false guarantees** and **withheld critical refund policy information** until after the purchase. and I feel that I was deliberately misled into making a purchase under false pretenses. I demand an immediate resolution, including:

1. **A full refund of the purchase price** to my original payment method.
2. **A return shipping label** for the product I received.

If this matter is not resolved promptly, I will be forced to take further action, including:

- Filing a chargeback dispute with my credit card provider.
- Reporting this fraudulent business practice to the **Better Business Bureau (BBB), Federal Trade Commission (FTC), and the Nevada Attorney General's office.**
- Leaving detailed reviews of my experience on consumer protection platforms to warn others.

I expect a response within **five (5) business days**. Please confirm the refund process and provide the necessary return details. If I do not receive a resolution, I will proceed with formal complaints and legal action.

Sincerely,  
Ganesh Ekambaram  
203-554-4052  
27 Emma Road, Stamford, CT 06905.

On Fri, Jan 31, 2025 at 3:10 PM Ganesh Ekambaram <[egbganesh@gmail.com](mailto:egbganesh@gmail.com)> wrote:

Hi Daniella

I didn't receive any response from you, can you please provide me the tracking number?  
Also please discuss and accept the return.

Waiting for your reply.

Thanks & Regards  
Ganesh  
203-554-4052

On Thu, Jan 30, 2025, 5:41 PM Ganesh Ekambaram <[egbganesh@gmail.com](mailto:egbganesh@gmail.com)> wrote:

Hi Daniella

I didn't receive the tracking number yet, please work this out for me and do the needful, please accept the return.

Thank you  
Ganesh  
203-554-4052

On Thu, Jan 30, 2025, 2:58 PM Ganesh Ekambaram <[egbganesh@gmail.com](mailto:egbganesh@gmail.com)> wrote:

Hi Daniella Vinakur

I need the tracking number, again please accept the return and issue the full refund. I did not open the box and all of them are in original sealed box, they never showed or told it's non refundable, they said fully refundable if we are not satisfied with the results, that is guaranteed results else refundable for 6 months. That's the reason we accepted it.

Please accept and honor what you guys promised.

Waiting for your reply.

Thanks and regards  
Ganesh

On Thu, Jan 30, 2025, 2:42 PM Daniella Vinakur <[lumaprousa@gmail.com](mailto:lumaprousa@gmail.com)> wrote:

Your order is on the way!

Ganesh Ekambaram <[egbganesh@gmail.com](mailto:egbganesh@gmail.com)>:

Hi

It's really not acceptable, also I did not receive the product hair regrow led machine that was shipped, and no one providing me the tracking number. Please accept my request and take back the products and issue me the full refund.

Waiting for your reply, please call me

Regards

Ganesh Ekambaram

203-554-4052

On Thu, Jan 30, 2025, 2:04 PM Daniella Vinakur <[lumaprousa@gmail.com](mailto:lumaprousa@gmail.com)> wrote:

Hello Ganesh

Thank you for reaching out regarding your recent purchase. We understand your concerns and appreciate your patience as we reviewed your request.

As per lumaprousa policy, our store operates with an exchange-only policy, meaning we are unable to process refunds. However, as a gesture of goodwill, we have decided to offer you a \$500 credit. Additionally, you are welcome to keep the product.

We value your business and hope this solution meets your satisfaction. Please let us know if there's anything else we can assist you with.

i LUMAPRO

We purchased the product from you guys in the AVN Expo in Las Vegas, we think its not a right product for us and we are not happy with the commitments they gave that was not honored, so we RETURNED OUR PRODUCT ON THE SAME DAY WITHOUT OPENING ANY OF THE BOXES, but they said to call the customer service and return it thru them.

PLEASE ACCEPT THE RETURN AND SEND US THE RETURN LABEL FOR US TO RETURN THESE ITEMS.

AND ISSUE US THE FULL CREDIT FOR THE AMOUNT WE PAID \$1467.18+\$733.59+\$335.82+\$400 Total =  
\$2934.36 + \$333.59 = \$3270.18

Thank you for your Cooperation and understanding on this.

Waiting to hear from you on this.

Ganesh Ekambaram  
203-554-4052 / 203-550-6973

On Fri, Jan 24, 2025 at 5:21 PM LUMAPRO USA (via Clover) <[app@clover.com](mailto:app@clover.com)> wrote:



## LUMAPRO USA

9816 DUSTY WINDS AVE, LAS VEGAS, NV 8911

+1 702-418-8799

January 24, 2025 • 2:20 PM

# \$335.82

full transaction receipt

FOLLOWING

You'll receive occasional offers and messages from LUMAPRO USA. We'll never send you spam. But you can [unsubscribe](#) anytime.

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Reply

Forward

