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# Nykaa's Service Lapse Leads to INR4,000 Compensation for Customer Delays

Sheikh Rayees • July 28, 2024

## PUBLISHED REPORT

In a recent decision, the District Consumer Disputes Redressal Commission (DCDRC) in Chandigarh ordered beauty retailer Nykaa to pay INR4,000 to a customer. The ruling came after the company delayed refunding the payment for a product that was never delivered. The case revolved around a skincare product ordered through the Nykaa app on July 26, 2023. The customer paid INR2,823.24 but received no updates on the order's status. Despite multiple...

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