

Subject: Request for Replacement or Refund of Defective Laptop

Dear Support Team,

I am writing to formally register a complaint regarding the laptop I purchased from your Kanjirappally branch. The product has been consistently defective since the date of purchase, and I am seeking a resolution to this matter.

Purchase Details:

- **Model:** ASUS Vivobook 14X OLED K3405VCB
- **Invoice Date:** 25 July 2024
- **Total Cost:** ₹81,660 (including the Oxygen Care Pack extended service)

Issues Faced:

1. From the day of purchase, the laptop exhibited very long boot times, and the GPU was limited to 20W, severely impacting performance.
2. After two months of use, following a routine Windows OS update, the system crashed entirely:
 - Frequent BSOD (Blue Screen of Death) errors.
 - The laptop froze frequently, and the GPU crashed immediately upon booting.
3. During my first service visit, I had the original 512GB SSD replaced with a 2TB WD Black SN770 SSD to upgrade storage capacity. The service team assured me that the issues with the laptop were unrelated to this upgrade. Despite this, the problems persisted and required the motherboard to be replaced after the laptop was in service for over a month.
4. On 24 December 2024, the same issue recurred following another automatic OS update:
 - The system crashed, and the boot device was corrupted, necessitating a Windows reinstallation.

Request for Resolution:

Given the repeated failures of this laptop and its inability to function reliably, I no longer wish to continue using it. The product is defective, and the unresolved issues have severely impacted my studies and work, for which I specifically purchased this device.

I kindly request:

1. A replacement laptop of equivalent value, or

2. A full refund for the defective product.

If my request is not addressed promptly, I may have to escalate this matter to the Consumer Court of India to seek justice, as I believe I was sold a defective product.

Please respond at the earliest with a resolution. You can contact me via email at **anandsanthosh2017@gmail.com** or phone at **+91 8547861240**.

Thank you for your attention to this matter.

Sincerely,
Anand S.