

To,  
The Presiding Officer  
Consumer Disputes Redressal Commission  
Pune, Maharashtra

Subject: Complaint regarding defective washing machine and deficient service by ABC Electronics

Respected Sir/Madam,

I, Mrs. Sunita Verma, resident of Pune, Maharashtra, wish to file a formal complaint against ABC Electronics on 1st March 2024 for Rs. 35 regarding the following matter:

**FACTS OF THE CASE:**

1. On 1st March 2024, I purchased a premium washing machine from ABC Electronics for Rs. 35,000.
2. Within 20 days of purchase, on 21st March 2024, I reported unusual noises and spinning issues to the service center.
3. A service engineer visited on 25th March 2024, conducted a basic check, but failed to resolve the ongoing issues, leading to three additional service visits without any satisfactory solution.
4. The service center has been unresponsive to my multiple calls, resulting in significant inconvenience to my family due to the defective appliance.

**LEGAL BASIS:**

1. Section 2(1)(i) of the Consumer Protection Act, 2019 defines a consumer as any person who purchases goods for consideration. As the purchaser of the washing machine, I qualify as a consumer under this definition, establishing my right to seek redress for the defective product.
2. Section 2(1)(g) of the Consumer Protection Act, 2019 states that goods must be free from defects and deficiencies in service. The washing machine I purchased has exhibited significant defects, including unusual noises and improper spinning, which the service center has failed to rectify despite multiple attempts, thereby violating this provision.
3. Section 14(1) of the Consumer Protection Act, 2019 empowers the Commission to direct the replacement of goods, refund the purchase price, or award compensation for defective goods. Given the ongoing issues with the washing machine and the inadequate response from the service center, I am entitled to seek these remedies.

4. Section 2(1)(r) of the Consumer Protection Act, 2019 defines unfair trade practices, which include providing goods that are hazardous to life and property. The persistent malfunctioning of the washing machine poses a risk of inconvenience and potential harm, qualifying the respondent's actions as unfair trade practices under this section.

### **PRAYERS:**

In light of the above, I most respectfully pray that:

1. Direct the respondent to replace the defective washing machine with a new unit of the same model within 15 days from the date of the order.
2. Order the respondent to refund the purchase price of Rs. 35,000 within 7 days from the date of the order, in the event that a replacement is not provided.
3. Award compensation of Rs. 20,000 for the inconvenience and distress caused by the defective appliance and the inadequate service provided, to be paid within 30 days from the date of the order.

### **DOCUMENTS ENCLOSED:**

1. Copy of the purchase invoice or receipt from ABC Electronics dated 1st March 2024, showing the purchase of the washing machine for Rs. 35,000.
2. Record of the complaint lodged with the service center on 21st March 2024, including any reference number or acknowledgment received.
3. Service reports or visit logs from the service engineer's visits on 25th March and any subsequent visits, detailing the checks performed and the outcomes.
4. Documentation of communication with customer care, including call logs, emails, or messages that demonstrate the attempts made to resolve the issue and the responses received.
5. A written statement describing the inconvenience caused to your family due to the defective washing machine, including any additional costs incurred or impacts on daily life.

I hereby declare that the information provided above is true to the best of my knowledge and belief.

Date: 17 May, 2025

Place: Pune, Maharashtra

Yours faithfully,

Mrs. Sunita Verma

Contact: 9876543210

Address: Pune, Maharashtra