Consumer Grievance Assistance Chatbot: Hi! I am your consumer grievance assistance tool. Kindly let me know how I can help you.

User: Advance money paid to a company specializing in interior designs not refunded. What is my remedy?

Consumer Grievance Assistance Chatbot: Okay. I can help you with filing a consumer complaint. But first, let me understand the full details of your case.

User: I visited the Jeevan Nagar branch of *Aestheticszz* located in the city of Cosmos on 04/02/2022 at 6:30 pm to avail their services for my house which I am currently renovating. On the same day, I was told that if I paid an advance of Rs 50,000/- before 15/02/2022 and confirmed the order, I would get a 5% discount on the final price of the service. Therefore, I paid the advance amount by way of NEFT (Transaction ID: 345678932).

Consumer Grievance Assistance Chatbot: Okay. Could you please briefly describe your grievance?

User: After a few days (08/02/2022), I was told that the designs could not be customized, and that I could only choose one of the pre-made or standard designs available with the company. Having already paid the advance amount, I was left with no other alternative but to opt for a design from their limited collection.

Not satisfied with any of the designs offered, I decided to cancel the transaction and conveyed the same to the company. Thereafter I requested a refund of the advance money paid.

Consumer Grievance Assistance Chatbot: Did the company return the money?

User: No, instead they asked to proceed with the transaction, and get the work done for a minimum of Rs 1,50, 000.

Consumer Grievance Assistance Chatbot: Were you informed at the time of paying the earnest money that it would not be refunded?

User: No, in fact I was not even informed that the company’s policy did not permit customization of designs.

Consumer Grievance Assistance Chatbot: Did you register a formal grievance with the company?

User: Yes, I sent an email to the company on 15/02/2022 wherein I requested a refund of the money already paid.

Consumer Grievance Assistance Chatbot: What was the response of the company?

User: The company refused to return the earnest money paid

Consumer Grievance Assistance Chatbot: Have you considered sending a notice?

User: Yes, I sent a notice dated 20/02/2022, but I have not received any reply from them

Consumer Grievance Assistance Chatbot: You have the option to contact the National Consumer Helpline using the helpline number 1800-11-4000. The Consumer Helpline will give assistance regarding how you can approach the present dispute. Alternatively, You can file a complaint before the consumer court having jurisdiction to hear the case. How do you want to proceed?

User: With litigation

Consumer Grievance Assistance Chatbot: Okay, you can file a consumer case before the appropriate court. Could you please tell me where your residence is?

User: I live in the city of Cosmos

Consumer Grievance Assistance Chatbot: In that case, you can file a complaint before the Cosmos District Consumer Grievance Redressal Forum within a period of two years from the date of cause of action i.e 08/02/2022. You can either use the E-Daakhil portal to file your complaint, or submit a physical copy of the complaint in the commission.

Please note that since the value of the service availed is less than Rs 5 lakhs, you do not have to pay any court fees, but ensure you have the following documents with you:

1. Receipt for the advance money paid
2. Copy of the email sent regarding cancellation of the transaction, and request for refund of the money already paid
3. Legal Notice sent to the opposite party

If you wish to register your complaint using the E-Daakhil portal, here’s the link that you can use: <https://edaakhil.nic.in/> . The portal has an instruction manual that provides you with step-by-step procedure for registering a complaint

Consumer Grievance Assistance Chatbot: However, please feel free to let me know if you need any assistance with respect to drafting a consumer complaint

User: Yes, it would be really helpful if you share a template that I could use for reference

Consumer Grievance Assistance Chatbot: Sure, that can be done. Could you please tell me your name, age, occupation, address and the company’s name and address?

User: I am Bruno, and my age is 45. I work as a graphic designer. My residential address is 56/879, 4th street, Sunset Avenue, Cosmos- 32.

Name: Aestheticszz Private Limited

Address: 2nd Cross Street, Jeevan Nagar, Cosmos-60

Consumer Grievance Assistance Chatbot: Thanks, here’s a draft complaint that you can further modify based on the information provided by you:

[Complaint](https://docs.google.com/document/d/1F6IHS7KEjezMZGg6z0pQcvG58L0xAiWl/edit)

[Affidavit](https://docs.google.com/document/d/1-cMvMM6jbtxmlmrsXnBrtk_cQHpSp3Vy/edit)

[Memorandum of Parties (MoP)](https://docs.google.com/document/d/1w8aofN4DYXzo9WNVFoa0r69f8ZNkk6-B/edit)

User: Thanks

Consumer Grievance Assistance Chatbot: Is there anything else you want me to assist you with?

User: No, thanks

Chatbot: Thank you for using the tool. Feel free to raise further queries anytime or you can log on to<https://consumeraffairs.nic.in/> or dial 1800-11-4000 (National Consumer Helpline) for more information.