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

User: I purchased a laptop for my daughter which became defective within the warranty period. Even on repeated requests, the store from which I bought the laptop has not rectified the defects. What should I do?

Consumer Grievance Assistance Chatbot: I'm sorry to hear about your experience. Can you please provide more details? Specifically, when did you purchase the laptop, when it started showing defects, its location, where did you buy it and the store’s name?

User: I purchased the laptop (model No. 155-DU1052TU) for Rs. 28,990 on 25.06.2021 from MY G CARE, located in KHAJA COMPLEX. RAILWAY STATION ROAD ALUVA , ERNAKULAM 683101. It became defective within a month of purchase, on 16.07.2021. The seller attempted repairs twice, but the issues persisted. These problems included slow system response, frequent hanging, buffering, and automatic shutdowns.

I subsequently informed the seller again on 06.11.2021 and entrusted the laptop for further repairs. However, the seller only reinstalled the operating system and returned the laptop without addressing the underlying problems.

Consumer Grievance Assistance Chatbot: It seems you’re facing a challenging situation with your laptop. Can you provide some more details like the warranty period and whether any amount was paid for the repairs?

User: The warranty is valid until 26.06.2022 and yes, on 13.01.2021, the seller demanded an additional Rs. 3500 for repairs, which I had paid.

Consumer Grievance Assistance Chatbot: Thank you for sharing the details. Under the Consumer Protection Act, 2019 in India, you have the right to seek redressal for defective goods. What sort of remedy are you looking for? Do note that you can also claim compensation for mental agony suffered, the cost of legal proceedings, if any, along with a refund for defective goods.

User: Either a replacement of the laptop or refund of the Rs.28,990 paid.

Consumer Grievance Assistance Chatbot: Okay. As your first remedy, try contacting the seller My G Care. Briefly explain the situation and see if they're receptive to any form of apology or goodwill gesture.

User: I did. They are not receptive to any form of refund or compensation.

Consumer Grievance Assistance Chatbot: In that case, you can send a formal notice to them. Do you want me to prepare a draft for the same?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Before that please provide complete details of you and the opposite party including both of your addresses.

User: Sure. My name is PA Shanavas, resident of Pulickaparambu Valiyaveedu, Asokapuram, Aluva. The seller’s shop name is My- G-Care, located in Khaja Complex, Railway Station Road, Aluva, Ernakulam 683101.

Consumer Grievance Assistance Chatbot: Okay. Here is a draft [notice](https://docs.google.com/document/d/1DbRncK0bkTNHEVsdWJbvNaXGhez6UhdQyAfJIfyOhog/edit). Please review this draft letter. You'll need to send it to My G Care’s email, which should be found over the internet, along with a copy of your invoice and any other evidence. Once you send this notice, they should respond within 15 days. If they don't, or if you're not satisfied with their response, the next step you can take is to file a complaint with the consumer court.

User: How do I go about filing a complaint in court?

Consumer Grievance Assistance Chatbot: Good question. First, determine the jurisdiction. You have the option to file either where the shop is located, or where you reside. Where would you like to file?

User: I would like to file where I reside, that is, Ernakulam.

Consumer Grievance Assistance Chatbot: Okay, then you can file it in the Ernakulam District Consumer Court. You'll need to submit several documents, including the legal notice you sent to My G Care, their response (if any), and any evidence like invoice of purchase, warranty slip and evidence of the defects claimed. I can generate a checklist for you. Would that be helpful?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Here is the checklist:

1. Create Account: If not already registered, create an account on the [e-Daakhil](https://edaakhil.nic.in/) portal.
2. Email Verification: Verify your email address by clicking the link sent to your registered email. Then:
3. Login: Use your credentials to login to the portal.
4. Start New Case: Click on 'File a New Case' from the Filing dropdown menu to initiate your complaint.
5. Click consumer complaint.
6. Read the disclaimer and click “accept”.
7. Click consumer complaint.
8. Enter the claim amount (if any). Nothing, if you are only claiming a replacement/refund.
9. Select Kerala as the state and Ernakulam as the district. Click continue.
10. You will now land on the Case details page. Enter your name, your address and your mobile number in the complainant's section. If you want notifications on your email address, you can write your email address.
11. Enter My G Care in the Opposite party name section. Enter its address in the opposite party address section. Select the state and district of the registered address.
12. In the Complainant Advocate section, enter details of your advocate. You can leave it blank if you do not have an advocate.
13. In the Complaint section, write the following:

“I bought a laptop from the opposite party which became defective within the warranty period. The seller failed to rectify the defects and subsequently demanded additional payment despite the warranty coverage.”

1. Click continue. You will be taken to the complaint details page. You can enter the following information: Complainant name, complainant address, opposite party name and opposite party, click save and continue.
2. Upload Documents: Attach your index, complaint, memo of parties, affidavit and any other evidence you have that you intend to rely on. You'll also need to attach the opposite party’s response if received.
3. Click continue and verify the details of your complaint. Once you are satisfied, you can submit your complaint.
4. You will now be taken to the pending complaints page, where you can pay the fees for your complaint.

Do you want me to draft a complaint letter for you?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Here is the draft [complaint](https://docs.google.com/document/d/16MHcAX1RT1tcmS8irq1Ds2NcdtvfuiX1/edit). Once downloaded, fill in any other detail you think is necessary and sign the complaint and verification before a notary public. Then scan the document as a pdf and upload it to the e-daakhil upload documents section. You also need to submit an affidavit and a memo of parties. Do you want me to generate that now?

User: Yes, please.

Consumer Grievance Assistance Chatbot: Okay, you can find the [memorandum of parties](https://docs.google.com/document/d/1PiZhzroK1COdeAO2ozp3tsZe-jsP_Os5/edit) here and the [affidavit](https://docs.google.com/document/d/10ae1saUXp0F0fXB1LpQT3Qx4DOTcC7rf/edit) here. Please print and verify the names and addresses on the memorandum of parties. For the affidavit, please sign it before a notary public and have the affidavit notarized. Both documents should be scanned and uploaded to the e-daakhil portal. Do you have any other questions or is there more information you'd like?

User: No, that's all for now. Thanks.

Consumer Grievance Assistance 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.