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

User: I bought a washing machine recently which has developed defects. Despite repeated requests, the seller has failed to rectify the issues. 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 washing machine (with its model number), when it started showing defects, its location, where did you buy it and the store’s name?

User: I purchased the washing machine (model WW80J5410GS/TL) during a promotional sale from Nandilath, a Samsung authorised reseller in Edappally. I paid Rs. 36,440 for it.

Samsung delivered and installed the machine with a demo the following day. During installation, I noticed a crack on the rubber door gasket and informed the technician. The technician dismissed the concern, stating it wouldn't affect the machine's function. However, the machine started leaking from the front door shortly after purchase.

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, whether any amount was paid for the repairs and what all you tried to do to resolve the issue?

User: I contacted the seller and was informed that replacing the gasket would cost around Rs. 3,000. I then discovered the warranty didn't cover the rubber gasket. A technician visited the house to inspect the leak. Even he confirmed that the warranty didn't exclude gasket replacement but still replaced it for the agreed Rs. 3,000. However, the problems persisted. The machine displayed uneven washing results and wouldn't complete the wash cycle. Another technician visited and blamed the issue on an uneven floor, recommending a stand to rectify it. But the machine had been in the same spot since 2018, with my previous washing machine functioning perfectly there.

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: A replacement with a similar model along with compensation of Rs 6,000 for mental agony suffered.

Consumer Grievance Assistance Chatbot: Okay. As your first remedy, try contacting the seller Nandilath. 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 replacement or compensation.

Consumer Grievance Assistance Chatbot: In that case, you can send a formal notice to the official company Samsung since you bought the machine from an authorised reseller. Do you want me to prepare a draft for the same?

User: Yes, please.

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

User: My name is Swetha Tensigh, D/o. V.K. Tensingh. I am a resident of 20 B, O2 Zone, Vikaswani, Kakkanad, Kochi 682030.

The opposite party is Samsung India Electronics Pvt. Ltd., having its head office at 20th to 24th Floor, Two Horizon Centre, Golf Course Road, DLF Phase 5, Sector 43, Gurugram, Haryana 122202.

Consumer Grievance Assistance Chatbot: Okay. Here is a draft [notice](https://docs.google.com/document/d/1c4qS2iiWELdiZ9CMeTbsH6iccVupVltM/edit). Please review this draft letter. You'll need to send it to Samsug’s consumer grievance email, which should be found over the internet, along with a copy of your invoice and warranty slip. Once you send this notice, Samsung 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 in Ernakulam, where you reside, or Gurugram, where Samsung has its registered office. You can also file the case where you bought the machine. Which would you prefer?

User: Ernakulam is more convenient for me.

Consumer Grievance Assistance Chatbot: Great. In that case, you can file it in the Ernakulam District Consumer Court. You'll need to submit several documents, including the legal notice you sent to Samsung, 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 6,000 in the claim amount.
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 Samsung India Electronics Pvt. Ltd. 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 washing machine 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: Sure. Here is the draft [complaint](https://docs.google.com/document/d/17ofq-n6w16mn1dCtaLJ6QX0Jn_EPLYwM/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](https://docs.google.com/document/d/1VOwcBbxThYmhub6_SX_dY30sTbncjaZu/edit) here and the [affidavit](https://docs.google.com/document/d/170z3WMZU_ilVzy0KrqkyeQ-iqoUi3sXw/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.