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

User: The iPhone I purchased online stopped working within a month despite a 6-month warranty. What are my remedies?

Consumer Grievance Assistance Chatbot: I'm sorry to hear about your experience. Can you please provide more details about the incident? Specify from where you bought it, the date of purchase, what issues you are facing and other details.

User: I ordered an Apple iPhone 4 16 GB black vide paisa pay ID no. 444159 45467 on 29 December 2016 from the seller AAA Retail on eBay by paying Rs 7,999. The phone came with a 6 month’s warranty but within one month of usage, it started showing issues and suddenly, it switched off.

Consumer Grievance Assistance Chatbot: Okay, and did you try contacting the seller or the manufacturer Apple?

User: Yes, I did contact them through emails on 9th February, 2017. But, no satisfactory response was received.

Consumer Grievance Assistance Chatbot: I am sorry to hear about that. Based on the information, since the phone was with a manufacturing defect, there is a clear deficiency of service on the part of the opposite parties. You can either claim a replacement or a refund along with compensation for mental agony suffered and cost of legal proceedings, if any.

User: Okay, I want to claim a replacement of the phone along with Rs 1,00,000 as compensation for mental agony and cost of proceedings.

Consumer Grievance Assistance Chatbot: Okay. As your first remedy, you can send them a legal notice. 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, Apple India, eBay and AAA Retail including all of your names, father’s/mother’s/husband’s name (if any) and addresses.

User: My name is Umashankar S., S/o. Sasikumar. I reside in 7/619A, ‘Sarayu’,MLA Road, Nadakkavu P.O., Udayamperoor, Ernakulam.

e Bay India Private Limited is located in Head-Trust, 14th Floor, N. Block, R-Tech Park, Off. W.E. Highway Goregaon (E), Mumbai - 400 063.

AAA Retail is located in Adeetya Vivekananda Society, Jodhpur Char resta. Jodhpur gam Satellite, Customer Relation Officer. Ahmedabad-380015

Apple India Private Limited located in 19th Floor, Concorde Towers, UB City, No.24, Vittal Mallya Road, Bangalore-560 001.

Consumer Grievance Assistance Chatbot: Okay. Here is a draft [notice](https://docs.google.com/document/d/1i7FeIeo9OOyRvri-_LCF-zEMprJCJI0qRQsg8LGn8Zo/edit). Please review this draft letter. You'll need to send it to eBay’s email, ccing AAA Retail which should be found over the internet, along with a copy of your invoice and any evidence of service disruption. Once you send this notice, Asianet 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? I have not received any satisfactory response to the legal notice I sent. In fact, the Apple service centre sent a mail stating that they cannot help since the product is imported. However, Apple India sent an email stating that they cannot refund or replace without citing any reasons.

Consumer Grievance Assistance Chatbot: In that case, you can file a consumer complaint. First, determine the jurisdiction. You have the option to file either in Ernakulam, where you reside, or where Apple India, AAA Retail or eBay has its office. You can also file where the phone was delivered. Where 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, 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 amount you want to claim as compensation 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 eBay, AAA Retail and Apple India 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 phone which soon became defective. Even after repeated complaints, I have not received a satisfactory resolution”.

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/1wcPHLTm6qk1XC9FflrjkDFT8wpzQqN4bLfZUG-tm7w0/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/1jgANxbLE0xJYAbJ136gjQVLfEwPIXZiMWogtd71R3OI/edit) here and the [affidavit](https://docs.google.com/document/d/1qh3X4zTJwnBPZpVrd68Tnu03S6kTk1qA_uWgLhuuBMY/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.