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

User: Hello, I recently purchased an AC, but it doesn't cool properly despite multiple service requests. What can I do?

Consumer Grievance Assistance Chatbot: Could you provide me with some more details about your purchase and the problem you're experiencing?

User: Sure, I purchased a Voltas 1.5 Ton 3 Star Inverter Split AC (Model No: 183VCZT3) from the seller Felix Hyperstore on Amazon for Rs. 32,945.

Consumer Grievance Assistance Chatbot: When did you purchase the AC from Amazon and when was it installed?

User: I ordered it on May 11, 2019 and it was installed on May 23, 2019, but it hasn't been cooling properly since the beginning.

Consumer Grievance Assistance Chatbot: I see. Have you notified the seller and manufacturer about your problem and if so, how?

User: I immediately notified the service engineer after installation, but they advised me to wait for some time. Even after waiting for 18-20 days, there was no improvement. I then lodged multiple complaints, but the technicians kept giving different reasons like faults in the outer unit, inner unit, and leakage in the condenser. Despite their efforts, the AC is still not cooling properly.

Consumer Grievance Assistance Chatbot: I see. Based on the details you've provided, you have a valid case for seeking a refund and compensation under consumer protection laws. Are you considering mediation or alternative dispute resolution methods before taking legal action against the seller or dealership?

User: No. I want to go directly to court.

Consumer Grievance Assistance Chatbot: Before you file a complaint before the District Consumer Dispute Redressal Commission, you would have to send a notice to Amazon, Felix Hyperstore, and Voltas. If you do not receive a satisfactory response, or if you do not receive a response from them at all, you can initiate legal action by approaching the consumer court. Do you want me to draft a notice for you?

User: Yes.

Consumer Grievance Assistance Chatbot: Before you file a complaint before the forum, you would have to send a notice to Amazon, Felix Hyperstore, and Voltas. If you do not receive a satisfactory response, or if you do not receive a response from them at all, you can initiate legal action by approaching the consumer court. Do you want me to draft a notice for you?

User: Yes. Draft a legal notice for me.

Consumer Grievance Assistance Chatbot: In that case, I would require additional details such as your full name and address, the full name and address of Amazon, Felix Hyperstore, and Voltas.

User: My name is Ghanshyam K. Mehta. I live in B-119, Shiv Tenement & Duplex, Near Amin Party Plot, Gotri, Vadodara - 390 023. Amazon’s address is No. 26/1, 8th Floor, Brigade Gateway, Dr. Rajkumar Road, Malleshwaram, Bangalore - 560 055. Felix Hyperstore’s address is 'Sai Dhara' Complex, Warehouse no :1, Next to Shangrila Resort, Mumbai Nashik Highway, NH 3, Kuksa Borivli Village, Bhiwandi, Maharashtra - 421 302. The address of Voltas is Voltas House ' A ', Ambedkar Road, Chinchpokli, Mumbai - 400 033.

Consumer Grievance Assistance Chatbot: Thank you. What remedy would you like to seek through your complaint?

User: I want a refund of Rs. 32,945, and a compensation of Rs. 25,000/- towards mental agony, harassment, and cost of proceedings

Consumer Grievance Assistance Chatbot: Do you want to send the notice physically or via email? If you want to send it via email, please provide me with the email ID that can be used by Amazon, Felix Hyperstore, and Voltas if they want to send a reply.

User: I will send it via email. This is the email ID of all of them: \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Consumer Grievance Assistance Chatbot: Thank you. You can access the [notice](https://docs.google.com/document/d/1e_b_fWzeV8tLcz5sUvP24MZmicwG9_u1Vid8-jfO-fw/edit) here. Please keep in mind that your signature is required in the notice. You can either take a printout of the notice and sign it, or else you can e-sign it. Also mention the date in the notice before you send it. If you don't receive a satisfactory response or if you don't receive a response within fifteen days, you can initiate legal action by filing a complaint before the consumer forum. Do you want me to guide you on how you can file a complaint?

User: Yes.

Consumer Grievance Assistance Chatbot: First, we have to determine which consumer forum has the jurisdiction to hear your case. The court can be identified on the basis of the location where either Amazon, Felix Hyperstore, Voltas, or any of its branches are situated, or where you are residing or working. Since you are situated in Vadodara, would you like to file the case at Vadodara?

User: Yes.

Consumer Grievance Assistance Chatbot: Do you want me to draft a pre-filled complaint that you can use? You will need to upload all relevant documents like proof of purchase, proof of damage, attempt to solve the problem, official communication from Amazon, Felix Hyperstore, and Voltas here.

User: Okay

Consumer Grievance Assistance Chatbot: Thank you! You can access the pre-filled [complaint](https://docs.google.com/document/d/1e2NpYOMz7C78PZ1BckoOcv5v2JGJAgXl8TpETvH78S0/edit) here. Please fill in the details that have been left blank, such as the date and your signature. In addition to the complaint, you must also submit an affidavit and a document called the “Memorandum of Parties”. Do you want me to provide you with the pre-filled versions of the same?

User: Yes please

Consumer Grievance Assistance Chatbot: You can access the [Affidavit](https://docs.google.com/document/d/17YFXxJvkGElhYGmVzCaPHNQLwjAACB-I3T8gDkJjyHQ/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1MUs7viGPNDSt-6y70sLrO9MeDZzCNrcVCpIdXMw-PKg/edit) here. You must fill in the details that have been left empty in both the documents. Further, you must get the affidavit notarised. After this, you can file your complaint on [E-daakhil](https://edaakhil.nic.in/), the portal for consumer redressal. Do you want me to provide you with a step-by-step guide on how to file your complaint on E-daakhil?

User: Yes

Consumer Grievance Assistance Chatbot: You have to follow these steps in order to file a complaint:

1. Create an account on E-daakhil.
2. Verify your email address and login
3. Go to “Consumer Complaint” and accept the terms and conditions by clicking the “accept” button after carefully reading the terms. If you have any queries regarding the terms, please let me know.
4. Click “Consumer Complaint” and enter the claim amount that you are seeking.
5. Select Gujarat as the State and Vadodara as the district. Click continue to proceed to the “Case Details” page.
6. On the “Case Details” page, enter all the necessary details and in case of any queries, please let me know.
7. In the “Party Name” section, enter “Amazon Seller Services Pvt. Ltd.”, “Felix Hyperstore and Retail Pvt. Ltd.” and “Voltas Ltd.”. In the “Advocate” Section, enter the details of your advocate and if you do not have an advocate, you can leave it blank.
8. In the “Complaint Section”, you can provide the following as your complaint:-

“The Complainant bought a Voltas AC through Amazon from the seller Felix Hyperstore that was defective. The consumer received multiple technicians, in spite of which the AC is defective. The consumer seeks refund of Rs. 32,945/- paid by him towards purchase of AC and Rs. 25,000/- as compensation for mental agony and other costs incurred”

1. In the next section, enter the necessary details and attach a filled copy of the Complaint and the Affidavit along with the Memorandum of Parties.
2. In the next section, verify the details of your complaint and submit your complaint.
3. On the “Pending Complaints” page, you will be required to pay the necessary fees.

User: Got it. Thank you

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.