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

User: Hi, I recently purchased an Apple iPhone but it started having issues with the touchscreen and software from the very beginning. I got it replaced by the authorised service centre within a few months as it was under warranty. However, the replacement phone also had similar problems.

Consumer Grievance Assistance Chatbot: I understand this is regarding an issue with a newly purchased iPhone. When was the iPhone purchased and from where?

User: I purchased the iPhone on 21/06/2018 from Jasmin Infinite Trade Pvt. Ltd., an authorised Apple reseller located at 110/111, Gokulesh Complex, Opp. Circuit House, R.C. Dutt Road, Alkapuri, Vadodara.

Consumer Grievance Assistance Chatbot: Okay, noted the seller name and address. What was the exact model number and serial number of the iPhone you purchased?

User: The model number is 359203077791959 and the initial serial number was FYDW211XHTVR. It was a golden colour iPhone costing Rs 18,740.

Consumer Grievance Assistance Chatbot: Can you explain the issues or defects you faced with this newly purchased iPhone?

User: From day 1 itself, the touchscreen was unresponsive and the phone kept hanging. I gave it for repair at the authorised service centre on 4/09/2018 but they couldn't fix it.

Consumer Grievance Assistance Chatbot: What was the resolution provided by the service centre when they couldn't repair the original iPhone?

User: So they replaced it on 10/09/2018 with a new iPhone having serial number FR8X403VHTVR, under warranty.

Consumer Grievance Assistance Chatbot: I understand you received a replacement iPhone from the service centre initially. Can you elaborate on the problems faced with the second iPhone?

User: Yes, this replacement unit also started showing software and hardware glitches after some time. The touch screen became unresponsive again and it kept hanging/crashing frequently.

Consumer Grievance Assistance Chatbot: Did you take any steps to have this resolved? Did you approach the seller or Apple directly?

User: Yes, I submitted a complaint to the service centre Venus Data Products on 2/10/2018 regarding the replacement phone being defective. I also emailed Apple's customer care on 15/10/2018 with job no. 876543212 about the same issue.

Consumer Grievance Assistance Chatbot: Noted, you have followed the right approach of reporting the issue to both the service centre and Apple's customer support. What was the response or resolution provided by them after you raised these complaints?

User: Neither the service centre nor Apple provided any satisfactory resolution. The service centre just kept the defective phone and did not replace it again. Apple's customer care has also not responded properly to resolve the issue.

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: What is that?

Consumer Grievance Assistance Chatbot: Mediation is like a way to solve problems without going to court. In mediation, there are neutral people called mediators who help both sides talk and find a solution everyone agrees on. The Consumer Court can suggest mediation. But for this to happen, both sides must say yes to mediation. The process is similar to what I explained earlier, but in this case, the court picks the mediators. If everyone doesn't agree on a solution during mediation, then the case goes back to court for a decision. It is your choice as to what method you want to pursue.

User: What are my other options?

Consumer Grievance Assistance Chatbot: You can file a complaint before the Consumer Forum that has jurisdiction to hear your case. You can contact the [Gujarat Helpline](https://consumeraffairs.nic.in/consumer-corner/state-consumer-help-line) as well to lodge the complaint. This is their number: 1800-233-0222.

User: How do I go directly to court?

Consumer Grievance Assistance Chatbot: Before you file a complaint before the forum, you would have to send a notice to Apple, the authorised seller, and the service station. 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 Apple, the authorised seller, and the service station.

User: My name is Mansi Vipul Shah. I live in Rasi, B/364, Devadeep Nager Society, Opp. Sales India, Old Padra Road, Vadodara. Apple’s address is 19th Floor, Concorde Tower C, UB City No. 24, Vittal Mallya Road, Bangalore-560 001. Jasmin Infinite Trade Pvt. Ltd.’s (the seller) address is 110/111, Gokulesh Complex, Opp. Circuit house, R. C. Datt Road, Alkapuri, Vadodara. The address of Venus Data Products (service centre) is GF-9, Pancham High Street, Old Padra Road, Vadodara.

Consumer Grievance Assistance Chatbot: Thank you. Do you know the amount you would like to request as monetary compensation?

User: Yes. I want Rs. 18,740/- with interest at the rate of 18% per annum for the iPhone and Rs. 30,000/- for mental agony.

Consumer Grievance Assistance Chatbot: Got it. 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 Apple, the seller and the service centre if they want to send a reply.

User: I will send it physically.

Consumer Grievance Assistance Chatbot: Thank you. You can access the [notice](https://docs.google.com/document/d/1bpz3D83sWAl7eMBq2dWYNbmbMR2447MDbnwSOqwJyUM/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 Apple, the seller, the service centre 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 know the amount you would like to claim as compensation for the cost of legal proceedings?

User: Yes. Rs. 20,000/-

Consumer Grievance Assistance Chatbot: Okay. 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 Apple, the seller, and the service centre here.

User: Okay

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1T4tjTY1Hz2B_73iRWwcH4dJRupoGLX3p1RVBDXZ6QPI/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/1IItCoLixCEmH6lq9h0z_s0AsKUVP6XoDDpM129Pju9M/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1tsPwnduN4k7l-BAg72IWY44V6WeXAW1cqjjwIt2WMPo/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 “Apple India Pvt. Ltd.”, “Jasmin Infinite Trade Pvt. Ltd.” and “Venus Data Products”. 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 an IPhone through Jasmin Infinite Trade that was defective. The consumer sought multiple replacements of the same, which were also defective. The consumer seeks compensation of Rs. 18,740/- with interest at the rate of 18% per annum and Rs. 30,000/- as compensation for mental agony and Rs. 20,000/- for legal 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.