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

User: I need to file a complaint against Amazon regarding a defective product I purchased from them.

Consumer Grievance Assistance Chatbot: Can you provide me with the details of the product you purchased, including the name, date of purchase, and the amount paid?

User: Yes, on 16/07/2022, I purchased a Lenovo ThinkBook 15 laptop from Amazon, and I paid a total amount of Rs. 59,990/- for the product.

Consumer Grievance Assistance Chatbot: When did you receive the product, and what was the issue with it?

User: I received the laptop on 18/07/2022, and after receiving it, I discovered that it was defective and not functioning properly.

Consumer Grievance Assistance Chatbot: Okay, and what steps did you take to resolve the issue with Amazon?

User: I immediately informed Amazon about the defective product and requested a replacement. They provided a replacement laptop, but unfortunately, that one was also defective. Then I raised a "Refund on Return" request with Amazon on 22/07/2022. But despite my repeated requests and attempts to contact them through various modes like customer care, chat, email, and phone calls, Amazon failed to respond or take any action regarding the refund request.

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 Amazon. 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.

User: My name is Sumedh Sunil Gupte and I reside at 9B, S.T. Society, Opp. T.B. Society, Gotri Road, Vadodara 390021. Amazon Seller Services Private Ltd. is located at 8th Floor, Brigade Gateway, 2/6, Dr. Rajkumar Road, Karnataka 560055.

Consumer Grievance Assistance Chatbot: Thank you. What relief or compensation are you seeking from them?

User: I want Amazon to refund the entire amount of Rs. 59,990/- that I paid for the laptop, along with appropriate compensation for the mental agony, harassment, and financial loss I have suffered. I also want them to pay an interest of 9% on the amount from the date of registration of the complaint until realization, in case they fail to comply within the stipulated time.

Consumer Grievance Assistance Chatbot: Okay. 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 if they want to send a reply.

User: I will send it via email. This is Amazon’s email: \_\_\_\_\_\_\_\_\_\_.

Consumer Grievance Assistance Chatbot: Thank you. You can access the [notice](https://docs.google.com/document/d/1eBa0HaRAg9d_CDcBR3CWHpfCc3yOv4UYc7v0vh5TM_A/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 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 here.

User: Okay

Consumer Grievance Assistance Chatbot: Do you have any evidence like invoices, communication records, or scheduled pick-up details to support your claim?

User: Yes, I have copies of the invoice dated 16/07/2022, email/chat communications or call recordings with Amazon regarding the defective product, replacement request, and subsequent refund request, and copies of communications from Amazon regarding the scheduled pick-ups for the return of the defective product.

Consumer Grievance Assistance Chatbot: Thank you. You can access the pre-filled [complaint](https://docs.google.com/document/d/1Torg-szyDmfQmvHnipG-2fg2lsTWmetcof328a85oMA/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/1j6fExgKIen0OIkPDrSZwarl6fg8Mahe2IH8zAwmBQKM/edit) here and the [Memorandum of Parties](https://docs.google.com/document/d/1lBg1dABqEyrmEs-Rk18PplITaiMEPo7ziLjE0wwE4PA/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 Private 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 phone through Flipkart that was defective. The consumer sought multiple replacements of the same, which were also defective. The consumer seeks compensation of Rs. 17,999/- with interest at the rate of 18% per annum and Rs. 30,000/- 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.