NOTICE

8-1-2024

| Gurdarshan Sharma |
| --- |
| s/o Jagdish Rai  R/o ward no.27, Jalandhar colony,  Kotkapura Road, Moga. |

1. Home Solutions Street,

No.9, New Town, Opposite Dharamshala Lal Chand,

Moga

1. IFB Industries Limited (Home Appliances Division)

L1, Verna Electronic City, Verna, Salcete,

GOA, 403722

Through its MD/Chairman, Director, Secretary, Manager GOA

In re: Defective Air Conditioner purchased from Home Solutions and IFB Industries Limited (Home Appliances Division) vide Invoice No. XXX.

Greetings,

This is to bring to your kind notice that Sharma Superstore, through its proprietor Gurdarshan Sharma, purchased an IFB Air Conditioner from your establishment, Home Solutions, situated at Street no.9, New Town, Opposite Dharamshala Lal Chand, Moga, for a consideration of Rs. 36,000 on 13th August 2021. The model of the Air Conditioner is 1.5 tons, and it has been continuously experiencing cooling issues since the day of purchase.

On 22nd April 2022, technicians informed us that the Air Conditioner had no gas. After refilling the gas, it worked for a while and then started malfunctioning again. The technicians identified a microleakage problem during the last service visit.

Despite repeated requests, no further action has been taken to rectify the microleakage issue.

The deficiency in the services provided by Home Solutions and the defective product sold by IFB Industries Limited has caused mental agony and financial losses to Sharma Superstore.

You are hereby finally called upon to:

1. Replace the defective Air Conditioner; and
2. Pay compensation to the tune of 50,000 Rs. for the mental agony undergone by myself;

Within fifteen days of the receipt of this notice.

Failing which, I shall be constrained to initiate proceedings against you for redressal of my grievances and recovery of the amount. I may initiate both civil and criminal proceedings as warranted by law, besides filing a complaint under the statutory provisions of The Consumer Protection Act, 2019, exclusively at your own risk, cost, responsibility, and consequences.

Place: Moga

Sincerely,

Gurdarshan Sharma