NOTICE

Rajinder Kumar,

H. No. 1551, Street No. 2,

Basti Alipur, Amritsar Road,

Moga, Punjab,

15-1-2024

1. Supreme Infosys,

5A, New Sodhi Nagar, Moga,

Punjab

1. M/s Hawlett Packard Global Soft Private Ltd.,

EC2 Campus, HP Avenue, Survey No. 39 (PART),

Electronic City, Phase II,

Hosur Road, Bangalore-560100

In Re: Sale of defective HP Laptop vide Invoice No. XXXX.

This is to bring to your kind notice that I purchased an HP Laptop with the following specifications from Supreme Infosys:-

1059, R3 3250, 4GB WIN10, Customised with SSD 256 GB CND1014X4K

The said purchase was made vide Invoice No. XXXX on 31.5.2022. Soon after purchasing the laptop, it started heating up. In addition to the same, it also started hanging and facing memory issues, with me having lost some valuable data. After some time, the laptop also started giving electric shocks.

I approached Supreme Infosys on two occasions, in June and July 2022, to get the same rectified. However, on both occasions, I was told that only software issues persisted and that software settings were required to be changed. Yet, despite settings having been dealt with twice, the issues persisted.

Thus, I approached the showroom of HP in Moga. However, the employees did not consider checking the laptop on the pretext of baseless excuses. This has caused unnecessary agony and trauma to me.

Owing to the sale of defective goods and deficiency in service, you are hereby called upon to:-

1. Jointly and severally replace the laptop purchased; and
2. Compensate to the tune of 50,000 Rs. for the mental agony caused thereby;

Within fifteen days of the receipt of this notice.

Failing to address the aforementioned issues within the stipulated time frame, I shall be constrained to initiate proceedings against Shin Technologies Inc. for redressal of my grievances. 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.

Moga, Punjab

Signature of Rajinder Kumar