Vijay Prasad

S/o Sri Kedar Prasad

Village- Chatnahi

District- Latehar, Jharkhand.

Phone number: [Phone number]

[Date]

PK Enterprises

Kachahari Road

National Motor Gali

Bhutha Talab, Ranchi- 834001

Subject: Complaint Regarding Faulty Spring in the Machinery

Dear Sir/Madam,

I am writing to formally complain about the faulty original spring and replacement springs in the machinery I purchased. I purchased machineries and accessories from you on 13.04.2021. However, upon installation of the car repair machinery which cost Rs. 65460, its main spring broke down. I reported it to you and you sent me a replacement spring. However, that too broke down. I kept on receiving similar low-quality faulty springs as a replacement. I kept on demanding for original replacement spring from you but you did not send me one.

I have already suffered a massive loss due to the faulty machinery, and my newly started business is struggling.

Please confirm the receipt of this complaint and inform me of the steps you will take and the tentative timeline associated with the process.

If I do not receive a satisfactory response from you within 15 days of this complaint, I shall take this matter to the appropriate consumer redressal forum.

Sincerely,

[Your Signature]

Vijay Prasad