Ashwani Kumar

R/o VPO Tibba

Tehsil Sultanpur Lodhi, District Kapurthala

Phone number: [phone number]

[Date]

M/s Arora Telecom

Near Hans Raj Paramjit Karyana Store

Main Bazar Sultanpur Lodhi

Kapurthala

Phone- 8872390786

Subject: Complaint Regarding Phone with Manufacturing Defect

Dear Sir/Madam,

I am writing to formally complain about the purchase of a phone with manufacturing defect.

I bought a Samsung A30 phone from you on 15.05.2019 for Rs. 14600. You told me that this is the best phone in the segment. After a few days, it started creating issues. The screen stopped working. I informed you on 02.11.2019 and you told me that the defect would be resolved as the device was within warranty. It turned out that the phone had an inherent manufacturing defect.

Therefore, I request you to kindly replace the device or refund the amount as the device was covered under a warranty.

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]

Ashwani Kumar