Anju Sharma

W/o Sh. Rakesh Sharma

R/o Shanti Public School

Near Shalimar Bagh, Kapurthala

[Date]

Radhe Krishna Enterprises (Aggarwal Electronics)

Adjoining Suzuki Showroom

Circular Road, Kapurthala

Subject: Complaint Regarding Deficiency in Service

Dear Sir/Madam,

I am writing to formally complain about the deficiency in your service faced by me.

I bought a Bluestar Split Air Conditioner from you vide Challan No.5675 dated 09.05.2020, for a sum of Rs.33,000/-. The Remote Control, which was provided along with the Air Conditioner, stopped working after some time. I contacted customer care. On 04.08.2020, a representative visited my home and informed me that I will have to purchase a new remote control by paying Rs. 1200. I was shocked because the AC was brand new. I still paid Rs. 600 in advance. I also received a receipt No. 2399 dated 04.08.2020. However, I haven’t received my remote control yet. It has been months.

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]

Anju Sharma