Rajiv Kumar

S/o Bhushan Kumar

R/o Mohalla Saidan

Tehsil Sultapur Lodhi, Distt. Kapurthala

Age: 28 years

Occupation: Engineer

[Date]

Ambika Software Technologies

258 Gulmohar City, Badala Road

Kharar District S.A.S. Nagar

Mohali 140301

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 purchased a graphic card with model number INNO3D Twin X2 RTX 3060 from you for Rs. 60000 under invoice number GST1060 on 23.03.2021. The graphic card did not function properly. I informed you about the same after which you told me that the graphic card has an inherent manufacturing defect and cannot be repaired. You also told me that I would get my refund, but I have not received it yet. To my surprise, you have also stopped responding to my calls.

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]

Rajiv Kumar