Date:

From,

Ms. T. Kavitha

W/o G. Rajendra Prasad

Aged about 35 years

Occupation: Bank Employee

State Bank of India, Mahabubnagar Main Branch

Mahabubnagar, Mahabubnagar District

To,

The Superintendent,

Head Post Office,

Mahabubnagar

Mahabubnagar District

The Authorized Signatory

Amazon Seller Services Pvt. Ltd.

Regd Office: Rect Killa No.38/18/2, Min 192/122/1,

196/2/1/1, 37/15/1, Adjacent to Starex School,

Village: Binola, National Highway-8,

Tahsil-Manesar, Gurgaon, Haryana-122413

Sub: Legal Notice for deficiency in service by the postal department and amazon

Dear Sir,

This is to bring to your kind notice that I had booked an online order for a toy car for my minor child worth Rs. 12,499/- from the website www.amazon.in operated by Amazon Seller Services Pvt. Ltd. (hereinafter referred to as ‘OP-1’) on 07.01.2019. Upon receiving delivery of the toy car on 15.01.2019, I found it to be defective and immediately informed OP-1 about the defect.

As advised by OP-1, I sent back the defective toy car vide registered post parcel no. CA012164954IN dated 12.02.2019 to the address of OP-1 through your establishment (hereinafter referred to as ‘OP-2’) by paying all requisite postal charges amounting to Rs. 650/-.

Despite the lapse of considerable time, the aforesaid registered parcel was not delivered to the addressee OP-1. I made repeated complaints to your establishment (OP-2) regarding non-delivery of the parcel but to no avail. Vide communication dated 23.09.2019, your establishment (OP-2) informed me that the parcel could not be traced and was settled at the cost of Gurgaon sorting office. OP-2 only paid a paltry amount of Rs. 500/- as compensation.

The callous and reckless act of your establishment (OP-2) in losing my registered parcel and not delivering the same to the addressee OP-1 amounts to gross deficiency in service as per Section 2(1)(g) read with Section 2(1)(f) of the Consumer Protection Act, 2019. It also amounts to unfair trade practice as per Section 2(47) of the Act. Due to the negligence of your establishment (OP-2), I have been deprived of the cost of the toy car amounting to Rs. 12,499/- which I had sent for return to OP-1.

You are hereby called upon to pay the amount of Rs. 12,499/- to me towards the cost of the toy car sent through registered post within 15 days of receipt of this legal notice. Failure to make the said payment within the stipulated time shall force me to take appropriate legal action against you and your establishment by filing a consumer complaint before the concerned District Consumer Disputes Redressal Commission.

You shall also be made liable to pay interest, litigation costs and compensation for mental agony suffered by me in addition to the aforesaid amount.

A copy of this legal notice is being retained in my records for further legal action.

Yours faithfully,

T. Kavitha

Complainant