To, Date:

Authorized Officer,

Panasonic India Pvt Ltd., Gurgaon

**Sub: Legal Notice regarding defective washing machine sold by your company.**

Dear Sir/Ma’am,

I am Mr. Subhash Narvekar, R/o “Ganesh”, 164-V, Alto Duler, Mapusa, Goa. I serve upon you this legal notice for deficiency in service and unfair trade practice:

1. That I purchased a Panasonic front-load washing machine bearing model no. 106MC2WO1WM and serial no. 194 PLCBADU00039 from your authorised dealer M/s Shetye Sales Syndicate, Mapusa, Goa vide invoice dated 27.06.2019 for a total consideration of Rs. 26,000/-. The washing machine was accompanied with a warranty card showing 2 years comprehensive warranty from the date of purchase.
2. That within 6 months of purchase, I started noticing fungal growth and mould formation on the rubber casing of the machine's front loading door and the detergent dispenser tray. This was caused due to improper drainage and accumulation of dirt and water in the said areas. I complained about the same to your customer care but the issue could not be permanently rectified despite repeated visits by your service technicians.
3. That in October-November 2020, the rubber casing was replaced by your service technician on the pretext that the fungal growth was due to inferior quality of the earlier rubber casing. However, within a month, the new casing also developed the same fungus and mold.
4. That the said defect amounts to a manufacturing defect on your part and also deficiency in after sales service for failing to detect and rectify the defect. It amounts to sale of defective goods and deficiency in service as per section 2(1)(g) and 2(1)(o) read with section 2(10) and 2(11) of the Consumer Protection Act, 2019.
5. That despite replacing the rubber casing, your company has failed to provide a permanent solution to the problem which has caused immense mental harassment and agony besides affecting the performance and life of the washing machine.

In light of the above submission, you are called upon to comply with the following within 30 days of receipt of this legal notice:

a) Recall the defective washing machine and replace it with a new washing machine with similar or better specifications; or

b) Permanently repair the defect in the existing washing machine to my complete satisfaction;

c) Pay a sum of Rs. 50,000/- as compensation for mental harassment and agony suffered by me;

d) Pay Rs. 10,000/- as costs of issuing this legal notice.

If our abovementioned demands are not met, I will be constrained to initiate appropriate legal proceedings against your company under the Consumer Protection Act, 2019 before the competent Consumer Forum/Commission for the following reliefs:

You are also called upon to provide a satisfactory response to this legal notice within 30 days, failing which the aforementioned proceedings shall be initiated without any further notice to you, at your own risk, cost and consequences.

Yours faithfully

Mr. Subhash Narvekar