Date:

From,

IN THE MATTER OF:

Mr. Gouni Sai Charan Reddy

S/o Mr. Gouni Harshavardhan Reddy

Aged about 20 years

Occ: Student

R/o H.No.16-61, Sai Ram Veterinary Medical Stores

Opposite Bus Stand In-gate, Srinivasa Colony

Atmakur Mandal, Wanaparthy District

To,

The Authorized Signatory,

Eureka Forbes Ltd.,

Corporate Office B1/B2, 701, 7th Floor,

Marathon Innova Marathan NextGen,

Off Ganpatrao Kadam Marg, Lower Parel,

Mumbai - 400 013

Sub: Legal Notice for defective water purifier sold by your company

Dear Sir/Madam,

I, Gouni Sai Charan Reddy, S/o Gouni Harshavardhan Reddy, residing at H.No.16-61, Sai Ram Veterinary Medical Stores, Opposite Bus Stand In-gate, Srinivasa Colony, Atmakur mandal, Wanaparthy District (hereinafter 'Consumer'), had purchased an Aquasure Delight RO+UV+MTDS water purifier on 06.08.2020 for Rs. 8,990/- from your company through Amazon website.

The installation was done on 25.08.2020. From day one itself, the product had defects resulting in leakage. I raised multiple complaints but there was no proper response even after continuous follow ups.

The purifier worked well for a month and again the same problem persisted. I made frequent calls to your customer care team, who assured me a technician would be sent in 24 hours. However, the technician came only after a month and recommended installation of an extra filter costing Rs.380, which I paid for.

In spite of installing the extra filter, the problem continued. I raised multiple complaints but every time a new fault was identified by your technicians - first RO membrane replacement, then the starting machine is unrepairable.

It is evident the water purifier had severe manufacturing defects from the beginning which could not be rectified despite repairs. This amounts to deficiency in service under the Consumer Protection Act, 2019. Despite my requests for refund/replacement, your company has denied citing the expiry of the 30 day return policy.

Through this legal notice, I want to demand:

1. Full refund of Rs. 8,990/- paid for the defective water purifier; or replacement with a properly working unit.
2. Compensation of Rs. 20,000/- for mental harassment and agony suffered.
3. Costs of Rs. 10,000/- incurred in pursuing this complaint.

If the above demands are not met within 15 days, I will initiate appropriate legal proceedings for redressal of my grievance, without further notice.

I have retained a copy of this notice as evidence.

Thanking you,

Yours sincerely,

Gouni Sai Charan Reddy