**NOTICE**

To,

My-G-Care

Khaja Complex, Railway Station Road

Aluva, Ernakulam - 683101

IN RE: Defective Laptop (Model No. 155-DU1052TU) purchased on 25.06.2021

Dear Sir,

This is to bring to your kind notice that I had purchased a laptop (Model No. 155-DU1052TU) from your store on 25.06.2021 for a sum of Rs. 28,990/- (Rupees Twenty Eight Thousand Nine Hundred and Ninety only) vide Invoice No. MGC/21-22/478.

The said laptop started showing defects within a month of purchase on 16.07.2021. Though I reported the issues to you, your technicians attempted repair twice but failed to rectify the problems including slow system response, frequent hanging, buffering, and automatic shutdowns.

Subsequently, on 06.11.2021, I entrusted the laptop again for repairs, but you merely reinstalled the operating system without addressing the underlying hardware or software problems. Furthermore, you also charged Rs. 3,500/- (Rupees Three Thousand Five Hundred only) additionally for these ineffective repairs.

Despite repeated requests and your assurances to rectify the defects, you have failed to provide a workable solution. The laptop is still under warranty valid until 26.06.2022 as per your terms.

You are hereby called upon to either provide a free replacement with a new laptop of same or higher specifications, or issue a full refund of Rs. 28,990/- along with compensation of Rs. 10,000/- towards deficient services, mental agony and cost of proceedings within 15 days of receipt of this notice.

Failure to meet this demand shall constraint me to initiate legal proceedings against you as per the Consumer Protection Act, 2019 for redressal of my grievances and recovery of the aforesaid amounts, at your sole risk, cost and consequences.

Place: Aluva

Date:

Yours faithfully,

PA Shanavas