**NOTICE BEFORE FILING THE COMPLAINT**

To,

Samsung India Electronics Pvt. Ltd.,

20th to 24th Floor, Two Horizon Centre, Golf Course Road, DLF Phase 5, Sector 43, Gurugram, Haryana 122202

IN RE: Defective Samsung Washing Machine Model WW80J5410GS/TL

Dear Sir,

This is to bring to your kind notice that I had purchased a Samsung Washing Machine Model WW80J5410GS/TL from your authorised reseller Nandilath in Edappally, Kochi, at a discounted rate of INR 36,440/- during the Onam festival promotions. The product was delivered the next day, and Samsung sent their representative to unbox, install, and provide a demo of the same 2 days later.

While installing the machine, I had brought to the notice of the technician that the rubber gasket at the opening of the front load machine had a crack patch. The authorised representative stated that it does not matter as it would never interfere with the functioning of the machine.

However, after 7 months from the date of purchase, the machine started leaking water from the front door. I had contacted Samsung and registered a complaint. The opposite party informed that Rs. 3,000/-, would be charged for replacing the gasket. I was informed that there is no warranty for the rubber gasket.

When the local technician visited my house to check the issue of the washing machine, I showed him the warranty card too. The technician concluded that there was no mention that the gasket cannot be replaced under warranty. The water leakage is increasing in large quantities in each and every wash cycle.

The matter was again informed to the opposite party, but there was no response. The machine showed no signs of improvement during the wash cycle. A technician came again and reported that the problems occurred due to an uneven floor service, and a stand will rectify the issue, which I did not agree to. I state that the machine has been in the same place since September 2018, and my earlier washing machine was placed at the same space since 2014 and never had an issue.

Despite repeated requests to replace the machine with the same/similar model, you have turned down my request. You are hereby finally called upon to:

- Replace the washing machine with a new one of the same or equivalent model, or

- Return the price paid for the washing machine, i.e., Rs. 36,440/-

and pay compensation for the financial loss, mental agony, and harassment suffered due to your negligence in the sum of Rs. 6,000 with interest at 6 % per annum within 15 days of the receipt of this notice.

Failing which, I shall be constrained to initiate against you proceedings for redressal of my aforesaid grievances and recovery of the aforesaid amount, such proceedings, both civil and criminal, as are warranted by law, besides filing a complaint under the statutory provisions of The Consumer Protection Act, 2019, exclusively at your own risk, cost, responsibility, and consequences, which please note.

Place: [City]

Dated: [Date]

[Signature of the Complainant]

Swetha Tensigh