To,

The Manager

Specs World

Karuvelippady, Opp. T.B. Hospital

Karuvelippady, Cochin - 682005

Re: Defective spectacles and failure to rectify/refund

Dear Sir,

This is to bring to your kind notice that I, M.U. Sadarudheen, resident of House No.11/617, Indira Nagar, Thoppumpady, Cochin-682005, had purchased a pair of spectacles with new lenses and frame from your store on \_\_\_\_\_ (date) for a total consideration of Rs.1300/-, paid in cash, vide your invoice no. \_\_\_\_\_ dated \_\_\_\_\_\_.

The said spectacles are suffering from the following defects:

i) Causing severe headaches when worn

ii) Poor quality lenses/frame

I have reported this issue to you on multiple occasions (mention dates if any), but despite my repeated requests, you have failed to rectify the defects or provide a refund, which is highly regrettable.

Due to your negligence and failure to address the issue, I have suffered financial loss of Rs.1300/- (the purchase amount) and mental harassment.

You are hereby finally called upon to:

a) Replace the defective spectacles with new ones free of defects; or

b) Refund the full amount of Rs.1300/- paid by me; and

c) Pay compensation of Rs.1500/- for mental harassment and financial loss suffered.

Please comply within 15 days from the receipt of this notice, failing which I shall be constrained to initiate legal proceedings against you under the Consumer Protection Act, 2019 for redressal of my grievances and recovery of the amounts, at your sole risk as to costs and consequences.

Yours faithfully,

M.U. Sadarudheen