**NOTICE BEFORE FILING THE COMPLAINT**

Asus Technology Private Limited

4C, Gandecha Onclav

Kherani Road, Near Sakinka Police Chowk

Andheri East, Mumbai - 400072

Maharashtra, India

IN RE: Defective Asus Phone Model A501CG 51NCG 6GB

Dear Sir,

This is to bring to your kind notice that I had purchased an Asus phone, Model A501CG 51NCG 6GB from Alif Communication, Ernakulam on 24.08.2015 for a consideration of Rs. ,\_\_\_\_ paid in cash vide Invoice No. \_\_\_ dated 24.08.2015.

The said phone started suffering from the following defects soon after purchase:

(i) Overheating issues

(ii) Rapid battery drain even when fully charged

(iii) Display flickering issues

I have reported these matters to your authorized service center at Kadavanthra, Cheruparambathu Road multiple times as follows:

1) On 27.10.2015, the phone was given for repair of overheating and battery drain issues. It was returned after a week claiming to be repaired, but the issues persisted.

2) On 21.11.2015, the phone was again given for repair of display flickering. It was again returned claiming repairs, but the display issue continued.

3) In June 2016, the phone became completely dead and non-functional.

Despite all my pleadings and giving multiple opportunities, you have failed to rectify the defects in the goods, which is indeed regrettable. On account of your aforesaid dereliction of duty and failure to provide a working product, I have suffered the following losses/expenses:

a) Loss of important data including customer photos, contacts etc. relating to my fabrication business leading to cancellation of work orders worth Rs. 50,000/-

b) Cost of purchasing a new phone amounting to Rs. \_\_\_\_/-

c) Mental agony and harassment

You are hereby finally called upon to:

i) Replace the defective goods with a new Asus phone of same or higher model; and

ii) Pay compensation of Rs. 1,00,000/- (Rupees One Lakh only) towards financial losses, cost of new phone and mental agony suffered.

Please take necessary action within 15 days of receipt of this notice, failing which I shall be constrained to initiate legal proceedings against you under the provisions of the Consumer Protection Act, 2019 at your own risk and consequences.

Place: Aluva

Date:

Yours faithfully,

(Sreehari P.)