**LEGAL NOTICE**

TO,

Mr. Peter Job

Proprietor

Theressa Offset Printers & New India Press

Kidangoor P.O., Angamaly - 683572

Email: newindiapress@gmail.com

FROM:

Mr. Thomas George

S/o M.M. George

1C, Concert 'O' Castle

Main Avenue, Panampilly Nagar

Kochi - 682036

Subject: Claim for refund of Rs.16,460/- and compensation towards deficiency in service

Dear Sir,

This has reference to the order placed by me on 16.07.2016 for printing 500 copies of my book titled "History & Science of Numbers" as per your quotation dated 16.07.2016 for Rs.31,690/-.

I had clearly stated in my order mail that the book would be provided in word format and the printed copies were required to be delivered by the end of July 2016. However, after receiving the word file, you arbitrarily demanded an additional Rs.5000/- towards conversion to pagemaker format.

To avoid further delays, I got the conversion done myself by incurring Rs.4000/- and provided the pagemaker file on 26.07.2016. Despite assurances, you failed to deliver the printed copies even by 02.08.2016 as committed.

I was therefore forced to pay a hiked amount of Rs.34,150/- (Rs.2460/- higher than quoted) on 11.08.2016 in order to get the books delivered urgently for a presentation before the Hon'ble Governor of Goa. This amounts to a total additional expenditure of Rs.6,460/- (Rs.2,460/- excess printing charges + Rs.4000/- conversion charges).

Your arbitrary increase in charges, failure to deliver on time, and the consequent delays caused me tremendous mental harassment, apart from monetary losses. This constitutes a clear deficiency in service and unfair trade practice under the Consumer Protection Act, 2019.

You are hereby called upon to refund the additional amount of Rs.6,460/- along with compensation of Rs.25,000/- towards costs and mental agony within 15 days from receipt of this notice.

Further, you shall also be liable to pay the costs of legal proceedings to be initiated if the above amounts are not paid within the stipulated period.

This shall be treated as a final notice for amicable resolution before initiating appropriate legal action.

Yours faithfully,

Thomas George