**LEGAL NOTICE**

TO,

Xiaomi Technology India Pvt. Ltd.

Orchid (Block E), Ground Floor to 4 Floor

Embassy Tech Village, Marathahalli-Sarjapur

Outer Ring Road, Devarabisanahally

Bengaluru - 560103

FROM:

Rohit K.S.

Kollamolel House

Kadackanadu P.O., Kolencherry

Ernakulam - 682311

Subject: Defective Mi LED Smart TV and claim for refund & compensation

Dear Sirs,

This has reference to the Mi LED Smart TV (model no.....) purchased by me from your company's Mi Store online on 08.11.2020 vide order no...... for a total consideration of Rs.26,000/-.

The said TV was delivered to me on 11.11.2020. However, upon unboxing the product, I was shocked to find multiple scratches all over the screen of the TV. The television was clearly defective and unfit for use.

Despite my complaint vide email dated 12.11.2020 along with photographs of the scratched screen, your company has refused to replace the defective product or refund the amount paid. This is based on the untenable ground that the box was opened by me, which allegedly makes any claim null and void.

I wish to emphatically state that there is no such condition mentioned anywhere in the product manual, warranty documents or on your website. Your arbitrary refusal to rectify the manufacturing defects in the product supplied amounts to a clear deficiency in service and unfair trade practice under the Consumer Protection Act, 2019.

You are hereby called upon to refund the full amount of Rs.26,000/- paid by me for the defective TV along with compensation of Rs.10,000/- towards costs and mental agony within 15 days from receipt of this notice.

In case of failure to pay the above amounts, I shall be constrained to initiate appropriate legal proceedings against your company under the CP Act as well as other applicable laws at your sole risk as to costs and consequences.

This notice should be treated as my final attempt for an amicable resolution before pursuing the legal recourse available to me as a consumer.

Yours faithfully,

Rohit K.S.