**NOTICE BEFORE FILLING THE COMPLAINT**

Issac Sebastian

Kadavil House,

I.E Nagar P O Changanacherry

Kottayam, Kerala

Date: [Date]

Subject: Legal Notice Before Filing Consumer Complaint

Dear Sir/Madam,

I selected RAK BOTTICHINO CLASSIC” tiles which were displayed in your shop and as per the advice of the architect placed an order of 67 tiles of 180 x90 sizes and placed the order on 22/05/2020. You issued invoice no GS- 989 dated 03-06-2020 towards the purchase of the aforementioned floor tiles. Later the workmen who laid the tiles informed me that the last three tiles showed colour difference. Only 3 tiles were of the kind out of which two were damaged too. I had to spend Rs.55,000/- for laying the tiles against his will. On 22/05/2020. I informed you about this and you visited the site. You admitted that it had happened so as the batch was changed mistakenly. I had to remove the said tiles and lay new tiles spending big amount. Your negligent act caused huge loss and mental agony to me. I need compensation for the damages.

I hereby demand the following:

1. To refund the amount of Rs. 55,000 paid to your shop.
2. To give compensation for the damage caused.

You are hereby given a period of 15 days from the receipt of this notice to comply with the demands stated above. Failure to do so will leave me with no option but to initiate legal proceedings, including filing a complaint under the statutory provisions of The Consumer Protection Act, 2019, at your own risk, cost, responsibility, and consequences.

This notice is issued with the expectation of a prompt and fair resolution to avoid unnecessary legal actions. I trust that you will consider this matter seriously and act accordingly.

Yours sincerely,

Issac Sebastian [Your Signature]