**NOTICE BEFORE FILING THE COMPLAINT**

Rema Sreekumar

Sree Sailam

Kalathoor P.O.

Kottayam – 686633

Date: [Date]

Subject: Legal Notice Before Filing Consumer Complaint

Dear Sir/Madam,

I bought a Realme TV on 20-09- 2020 for an amount of Rs.22,999/- which is manufactured by the opposite party. On registering a complaint, the customer care informed me that I had registered a complaint with them. On 26-03- 2021 a technician had called and enquired about the complaint and directed me to send a video of the TV in whatsapp. When I contacted them after a week, the customer care informed me that the TV will be replaced. When I called again, I was told that the replacement had not been approved and the delay would take further 2 weeks. When I contacted you on 06-09-2021, the technician told me that he had disassociated with your company and so directed me to register another complaint. When I contacted customer care, it was informed that as there is delay, my case has been referred to higher authority, another technician would call her within 48 hours. Thereafter when I contacted the customer care, I was again informed that a technician would call her within 48 hours. On 02-10-2021 I was informed that the TV cannot be repaired and further the amount would be refundable and the higher authority would call me in 48 hrs. Thereafter, when I contacted the customer care, it was informed that there would not be any refund but a technician would call and rectify the defect.

However the defect is not cured yet. The above said act amounts to deficiency in service and has caused much hardship to me.

I hereby demand the following:

1. To either repair the defective TV or refund the purchase price of Rs. 22,999.
2. Pay a compensation of Rs. 5,644 for deficiency in service and mental agony suffered.

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,

Rema Sreekumar [Your Signature]