**NOTICE BEFORE FILING THE COMPLAINT**

Muhammed Fahis,

Subaida Manzil, Kummanam P.O,

Kottayam-686005

Ph: 7025534425

Date: [Date]

Subject: Legal Notice Before Filing Consumer Complaint

Dear Sir/Madam,

I purchased a Redmi Note 10 Pro Max 6/128 mobile phone from your company for an amount of Rs.20,500/- on 07.08.2021. There was an assurance of a one year warranty. On 16th June, 2022 I found that the front camera of the phone was not working. I handed over the phone to the opposite party’s authorised service centre and they informed me that the defect was cured and returned the phone. But within two days the same defect occurred. The phone was entrusted to them again on 06.07.2022. Again it was returned on the assurance that the defect was cured.

Thereafter the same defect repeated for several times and finally they hesitated to repair the same. They revealed that the defect could not be cured. Your company has sold me a defective product and denied satisfied service.

I hereby demand the following:

1. Replacement of the mobile phone with a new one or to return the price of the mobile phone.
2. Compensation of Rs. 20,000.

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,

Muhammed Fahis [Your Signature]