**NOTICE BEFORE FILING THE COMPLAINT**

Sadique M.A.

Excellent Graphics,

T.B. Road, Changanacherry,

Resi. address.

Mankulathil House,

Valara P.A.

Irumpupalam, Adimali

Date: [Date]

Subject: Legal Notice Before Filing Consumer Complaint

Dear Sir/Madam,

I purchased a printer Epson L1455, Serial No.X2SL002015 for Rs.62,000/- from your shop on 11-04-2018. The device includes colour printer, photocopy scanner and photocopy printer. During the month of January, 2020, due to the defect in the printer I contacted you and as per direction on 30-01-2020, I registered a complaint with the authorised service centre of the manufacturer. They caused an inordinate delay to rectify the defects of the printer. Due to the non-usage of the printer during the lockdown period, the head of the printer became damaged and I registered a complaint in the warranty 05-01-2020. But there was no response. Later, you informed me that the defect could be rectified on availability of spare parts. Thereafter on 30-03-2021, I lodged another complaint with the manufacturer but there was no response from their side. Neither the manufacturer nor the authorised service centre of the manufacturer cared to rectify the defect of the printer.

The spare parts of the said printer were not available in the open market and the same was available only at the authorised service centres of the manufacturer. I had incurred a loss to the tune of Rs.1,20,000/- from January, 2021 due to the non-functioning of the printer. I also lost the opportunity to work during election time and there caused further Rs.50,000/-

I hereby demand the following:

1. A compensation of Rs. 1,20,000 for the losses incurred due to the non-functioning of the printer.
2. Pay Rs. 50,000 towards loss of opportunity to work during election time.

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,

Sadique M.A. [Your Signature]