To, Date -

Samsung Service Centre

3S Touch Service Solution Pvt Ltd

Janani Building, Ward no.7,

Opposite 11th Cross, K.R Puram,

Hassan

Subject: Legal Notice for repair/replacement of phone

Dear Sir/Madam,

This legal notice is being issued by Mr. Rakshith S.B, S/o Bhagesh S.G, aged \_\_\_\_years, Residing at #67, Shankaranahalli, Hassan City, Hassan District. This notice is with reference to the deficiency of service by your establishment Samsung Service Centre.

1. I purchased a Samsung mobile phone A217 A215 6+64 for rs 16,000 from RTS cell zone, NR Circle Hassan on 14/10/2020.
2. The display stopped working after 1 year so I paid Rs 4,000 to your establishment, which is an authorised Samsung Service Centre, to repair the phone. Your establishment inspected the mobile phone and agreed to repair the phone. An acknowledgement of the service request was provided to me.
3. At a later date, however, the service centre returned the phone without making any repairs. I subsequently tried to reach out to the service centre but received no response.
4. All of the above actions amount to deficiency of service on your part. Your failure to repair my mobile phone despite my payment towards the same has caused significant hardship, agony and inconvenience to me.

Therefore, if my complaint is not resolved within 15 days, I will be constrained to initiate appropriate legal proceedings against you under the Consumer Protection Act, 2019 to claim compensation for financial loss, harassment, and mental agony, along with a full refund, interest, litigation costs and other reliefs deemed fit by the Hon’ble Commission.

Please note that any communication or legal action resulting from your continued deficiency in service will be solely at your own risk, costs, and consequences.

Thanking you,

Yours faithfully

Rakshith S.B