To, Date -

The Manager

Hanje Hydrotech

Flat No.2, Gate No.34,

Sanjay Industrial Estate Co-operative Society Ltd,

Madevanagar, Sangli,

Maharashtra - 416 406.

Subject: Legal Notice for repair/replacement of Hollow brick cutting machine

Dear Sir/Madam,

I am Mr. Nirvane Gowds, aged 34 years, residing at Kattaya village and Hobli in Hassan District. This notice is with reference to the deficiency of service by your establishment Hanje Hydrotech.

1. I purchased a Hollow brick-cutting machine along with other equipment for Rs 7,77,000, built a shed for Rs 5,00,000, procured raw materials and hired labourers for Rs 3,00,000 and this incurred a total consideration of Rs 17,77,000 (including the compensation of Rs 2,00,000 for deficiency of service) from your store.
2. However, the establishment sent the technicians to set up the machine only 3 months after I purchased the machine, despite guaranteeing that the technicians would be sent to install the machine after purchase.
3. Further, the technicians who came to set up the machine did not set it up correctly and also informed me that the machine would not be able to manufacture 8000 bricks. This was in direct contrast to the guarantee given by your establishment.
4. The machine delivered to me was a solid brick-cutting machine, instead of a hollow brick cutting machine and I was not provided with any instructions on how to manufacture bricks with it
5. All of the above actions amount to deficiency of service on your part. Your failure to send the technicians on time, and providing the wrong machine 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

Nirvane Gowds