To, Date -

The Proprietor, Manju M.C

Sun Energy Solar Solution Pvt Ltd

No. 347, Growth Center,

Industrial Area, Holenarasipura Road,

Hassan.

Subject: Legal Notice for repair/replacement of defective solar water heater

Dear Sir/Madam,

I am Mrs.Latha C.S, W/o Shekarappa, aged 50 years, residing at Ward No.1, Holenarasipura Road, Near Vijaya Bank, Channapatna, Hassan - 573 201. This notice is with reference to the deficiency of service by your establishment Sun Energy Solar Solution Pvt Ltd.

1. I purchased 5 solar water heaters for a total consideration of Rs 63,000 from your establishment.
2. These water heaters stopped supplying hot water within 3 years of purchase, despite having a 5 year warranty. I sent your establishment a letter on 14-01-2022 warning them that I would file a complaint with the Consumer Commission for supplying me with defective water heaters.
3. Your establishment replied on 06-02-2022 by wrongly stating the date of warranty of the heaters and agreed to bear half the cost of the tank if it was newly purchased. However, your establishment has failed to honour this guarantee.
4. The lack of hot water due to the defective heaters has caused my tenants to vacate the premises, affecting my livelihood
5. All of the above actions amount to deficiency of service on your part. Your failure to refund half the cost of the tank 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

Mrs. Latha C.S