To, Date -

The Manager

ESSAR TECHNOLOGIES

Plot No. 19/4, Kadaola Industrial Area, Mysore - 571 311

Subject: Legal Notice for repair/replacement of leaking solar water heaters

Dear Sir/Madam,

This legal notice is being issued by me, Mr. Vishwanath H.P, S/o\_\_\_, aged 50 years, residing at Old Post Office Road, Thamalapura Circle, Thamalapura, Hassan. This notice is with reference to the deficiency of service by your establishment ESSAR TECHNOLOGIES.

1. I purchased 5 sets of 200 E.T.C solar water heaters from your establishment for Rs 35,925 on 03/03/2017.
2. However, 2 of these 5 heaters have started leaking last month. Despite falling within the warranty period of 5 years, your establishment refused to refund the amount or repair the leaking water heaters when I approached you for the same.
3. All of the above actions amount to deficiency of service on your part. Your failure to refund the amount or repair the leaking solar water heaters 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,

Mr. Vishwanath H.P