Date:

From,

S.Pugazhendhi,

S/o. Sakkaraipandi,

D.No.331, Thamaraiveethi,

Natraj Nagar,

Madurai – 16.

To,

The Manager

M/s. Alagendra Auto,

Yamaha Bike Service Center

No.173-C, Natraj Nagar Main Road,

Kochadai,

Madurai - 16

Sub: Legal Notice for breach of the terms of the “annual maintenance contract” for bike service resulting in deficiency in service

Dear Sir,

This is to bring to your notice that I, S. Pugazhendhi (Consumer), S/o Sakkaraipandi, residing at D.No.331, Thamaraiveethi, Natraj Nagar, Madurai – 16, had purchased your “Annual Maintenance Contract” service on 04.01.2021 vide Bill No. GES8826 for my Yamaha Fazzino bike bearing registration number TN-58-AP-7864.

As per the mutually agreed terms and conditions of the AMC, you were required to provide 3 paid services and 2 free water washes over a period of 1 year without charging any additional labour fees. However, in breach of the agreed terms, you charged me an additional amount of Rs.460/- as labour fees for the third paid service done on 23.11.2021 vide Bill No. GES8962.

Despite having availed only 2 paid services so far as per the original service coupons in my possession, you demanded the additional labour charges failing which you refused to release my bike. This amounts to deficiency in service and unfair trade practice on your part.

Through this legal notice, you are called upon to:

1. Refund the illegally charged labour fees of Rs.460/- to me within 15 days with interest @ 12% p.a.;
2. Pay a compensation of Rs.2,00,000/- for mental harassment and agony;
3. Pay legal costs of Rs.10,000/- incurred by me for sending this notice.

If the above mentioned demands are not met within 15 days, I will be constrained to move the Consumer Disputes Redressal Commission against you without any further notice. The costs and consequences of the legal proceedings shall be entirely borne by you.

Sincerely,

(S. Pugazhendhi)

Consumer