To,

The Manager

Channakeshava Sun Brite Solar Company,

No 135, 1st Main Road,

Kempegowda Layout, Laggere,

Bangalore - 560 058

Subject: Legal Notice for repair of defective solar water heater

Dear Sir/Madam,

This legal notice is being issued by me, Mr. Basavaraj, S/o Siddegowda, aged 46 years, residing at Channapatna Village, Hassan Town, Hassan Hobli and Taluk. This notice is with reference to the deficiency of service by your establishment Channakeshava Sun Brite Solar Company.

1. I purchased a water heater from your establishment for Rs 78,000 and it was installed on 09/05/2014. However, it stopped working within 1 year, despite the assurance given by your establishment during installation of the heater.
2. Despite contacting your establishment by phone and requesting them to repair the defective heater, your establishment refused.
3. All of the above actions amount to deficiency of service on your part. Your failure to repair the defective solar water heater has caused significant hardship, agony and inconvenience.

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. Basavaraj