To,

The Manager

Shree Hassanamba Granites and Ceramics

Site No. 83/1, 83/2, Jayanagar,

1st Floor, Tejur Village Panchayat,

Ring Road, Hassan.

Subject: Legal Notice for replacement of wrongly coloured Vamara tiles

Dear Sir/Madam,

This legal notice is being issued by Mr. Vedamurthy L.N, S/o Nagraj, aged 45 years, residing at Sooru Nilaya, No. 494, Sadashivanagara, Hassan. This notice is with reference to the deficiency of service by your establishment Shree Hassanamba Granites and Ceramics..

1. I purchased Vamara tiles worth Rs 1,17,000 along with other tiles (for a total cost of Rs 2,07,028) on 25/02/2020 for my newly constructed house from an authorised dealer of Vamara tiles. However, while laying the tiles, I noticed that the colour of some of the tiles was different from what I had purchased.
2. I have informed the seller about the change in colour before laying the tiles. Your establishment assured me that it must be dust on the face of the tiles and that the Vamara tiles would look like the others once I washed them.
3. I believed the your establishment and laid the tiles. However, after I washed the tiles, the colour of the Vamara tiles was noticeably different from the other tiles.
4. I am very upset as everybody who has visited my new house has commented on them. I have therefore not been given the same tiles that I had selected at the time of purchase.
5. All of the above actions amount to deficiency of service on your part. Your failure to provide the correct coloured Vamara tiles that I selected at the time of purchase 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,

Vedamurthy L.N.