To,

The Owner

Maruthi Paints

Gandhi Bazar, Hassan - 573 201.

AND

The Manager

Asian Paints Ltd

Building no. 376, S,Y,335/2,4,5,6,

Kalasthavadi Village, Kasaba Hobli,

Mysore Taluk, Mysore - 570 033.

Subject: Legal Notice for compensation for substandard Asian paints

Dear Sir/Madam,

This legal notice is being issued by Smt. Meena Kumari, W/o Ravish A.V, aged 57 years, residing at 1st Cross, Vijay School Road, Chikkahonnenahalli Village, Hassan. This notice is with reference to the deficiency of service by your establishments Maruthi Paints and Asian Paints Ltd.

1. I recently bought a 6 year old house and decided to paint it with apex ultima protect base coat along with apex ultima protect top coat for the exterior of the house.
2. I bought Asian paints from your establishment (Maruthi Paints), which is an authorised dealer of Asian Paints, on 24/03/2022. However, despite having a 5 year warranty against adverse climate conditions, the paint began to peel from the wall soon after the painting of the wall of my house.
3. I then informed both your establishments (seller and the manufacturer) about the paint peeling off the wall. A complaint was raised by Maruthi Paints with Asian Paints based on my request for the same, bearing complaint no. 0505524914 dated 29/03/2022.
4. Technical staff from Asian Paints Ltd later visited my house on 30/03/2022 and inspected the peeling paint. However, the staff of the manufacturer told me that necessary precautions were not taken before painting commenced.
5. I’m very upset as both your establishments have given me paint which is of substandard quality.
6. All of the above actions amount to deficiency of service on your part. Your failure to supply paint of good quality and refusal to take any action despite the paint peeling off within the 5-year warranty period 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,

Meena Kumari.