Ghanshyam K. Mehta

B-119, Shiv Tenement & Duplex,

Near Amin Party Plot, Gotri,

Vadodara - 390 023

[Date]

1. Amazon Seller Services Pvt. Ltd.

No. 26/1, 8th Floor, Brigade Gateway,

Dr. Rajkumar Road, Malleshwaram,

Bangalore - 560 055

1. Felix Hyperstore and Retail Pvt. Ltd.

'Sai Dhara' Complex, Warehouse no :1,

Next to Shangrila Resort, Mumbai Nashik Highway,

NH 3, Kuksa Borivli Village,

Bhiwandi, Maharashtra - 421 302

1. Voltas Ltd.

Voltas House ' A ', Ambedkar Road,

Chinchpokli, Mumbai - 400 033.

Subject: Defective Voltas AC - Model No. 183VCZT3 (R32) purchased on 11/05/2019

Dear Sir/Madam,

I am writing to formally complain about the deficiency in your service faced by me regarding the defective air conditioner purchased from your companies.

This is to bring to your notice the defective Voltas 1.5 Ton 3 Star Inverter Split AC (Copper, 183V CZT/183 VCZT2, White) bearing Model No. 183VCZT3 (R32) purchased from Felix Hyperstore and Retail Pvt. Ltd. on 11/05/2019 for a total price of Rs. 32,945/- as per Invoice No. (insert invoice no.). The said AC was manufactured by Voltas Ltd. and delivered and installed at my residence on 23/05/2019 by Felix Hyperstore and Retail Pvt. Ltd.

Since installation, the AC has been giving less cooling/chillness. Despite multiple requests and complaints to your service engineers, the defect has not been resolved satisfactorily. Your service engineers have tried resolving the issue by checking the outer unit, inner unit and even identified a leakage in the condenser, but the defect persists. The AC has remained non-functional since June 2019.

I have reported this matter to you previously through a request letter dated 23/07/2019 and legal notice dated 19/09/2019, but you have failed to make good the defect in the AC or replace it with a new unit, which is indeed regrettable.

On account of your aforesaid dereliction of duty, failure and neglect to rectify the same, I have suffered losses and incurred expenses which you are liable to compensate me for.

You are hereby finally called upon to pay compensation for the loss suffered due to your negligence in the sum of Rs. 32,945/- along with 9% interest per annum from 30/09/2019 till realization, Rs. 25,000/- as compensation for mental agony and costs incurred, within 15 days of the receipt of this notice failing which, I shall be constrained to initiate legal proceedings against you as warranted by law, besides filing a complaint under the statutory provisions of The Consumer Protection Act, 2019.

Place: Vadodara

Dated: \_\_\_\_\_\_\_\_\_

Sincerely,

[Your Signature]

Ghanshyam K. Mehta