Vayuma Kalpeshbhai Shah,

Add. A/4, Hari Om tenament,

Vaghodia Road, near Vallabhnagar,

Bapud jakat, Naka Vadodara

[Date]

1. Flipkart internet private limited,

Corporate office: Vaishnavi Summit,

No. 6/B 7th main 80 ft road,

3rd block, Koramangala. Bangalore.

1. Motorola mobile manufacturing company,

Motorola excellence centre,

415/2 Mahrauli-Gurgaon Road,

Sector 14, near Maharana Pratap chowk,

Gurgaon, Haryana.

1. AV Technology, service centre,

108, Saffron Tower

Fatehgunj, Vadodara

Subject: Complaint Regarding Deficiency in Service and Demand for Compensation

Dear Sir/Madam,

I am writing to formally complain about the deficiency in your service faced by me.

This is to bring to your notice the defective mobile phone (Model: FSNMOBENQATHQTKG7AVWID-WD 89732, IMEI/Serial No: 358218071570762, Description: Moto M Grey Color 64GB) purchased from your company/delivered by you for a total price of Rs. 17,999/-. I returned the defective unit, and a replacement was delivered to me on 29/03/2017. Unfortunately, the replacement unit was also found to be defective. Following your instructions, I took the defective replacement unit to your authorized service center, AV Technology, Vadodara, for repairs. The service center replaced the motherboard of the mobile phone. However, even after the repair, the same defective issues persisted. I had to deposit the mobile phone for repairs multiple times within a few weeks of purchase, and it remained with the service center for 3-4 months. However, the defective issues were never resolved.

I have reported the above matter to you before but despite my pleadings, you have not made good the defect in the mobile phone or replaced it, which is indeed regrettable. On account of your aforesaid dereliction of duty and failure and neglect to rectify the same I have suffered losses/incurred expenses which you are liable to compensate to me.

You are hereby finally called upon to pay compensation for the loss suffered due to your negligence in the sum of Rs. 17,999/- with interest of 18% per annum along with Rs. 30,000 as compensation for mental agony, and other costs incurred within 15 days of the receipt of this notice failing which I shall be constrained to initiate against you such proceedings, as are warranted by law, besides filing a complaint under the statutory provisions of The Consumer Protection Act, 2019.

Place: Vadodara

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

Sincerely,

[Your Signature]

Vayuma Kalpeshbhai Shah