Ajay Vinodbhai Patel,

H-25, Kashidham Society,

Nr. Punamnagar, B/h Akhand Savita Park,

Sama Savli Road, Vadodara-08.

[Date]

1. Katariya Motors Pvt. Ltd.

Ranoli S. O., Vadodara.

1. Katariya Motors Pvt. Ltd.

103 / B, Zydus Cadula Plant, Chachawadi,

Sarkhej Bawla Highway, Ahmedabad

1. Daimler Financial Services Pvt. Ltd.

Unit 202 – 2nd Floor, Compus 3B,

RMZ Milennia Business Park, No 143,

Dr. MGR Road, Perungudi, Chennai – 600 096.

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 with reference to the Bharat Benz vehicle purchased from you on 22/10/2015 and delivery of chassis taken on 25/11/2015 vide Invoice No. 325/2015-16. It has come to light that despite your assurances of the unladen weight being 6,200 kg and goods carrying capacity of 10,000 kg, the actual unladen weight of the vehicle after body construction is 8,610 kg, resulting in a reduced goods carrying capacity of only 7,590 kg. This amounts to a clear deficiency in service and breach of representations made by you at the time of booking the vehicle. Your failure to deliver a vehicle with the promised specifications has caused substantial loss and hardship to the purchaser.

Through this notice, I call upon you to:

1. Replace the vehicle with one having the promised unladen weight of 6,200 kg and goods carrying capacity of 10,000 kg; or
2. Refund the full purchase price of Rs.18,28,327/- along with compensation for losses incurred.

In case you fail to comply with either of the above within 10 days, 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]

Ajay Vinodbhai Patel