Mansi Vipul Shah

Rasi. B/364, Devadeep Nager Society,

Opp. Sales India, Old Padra Road,

Vadodara

[Date]

1. Apple India Pvt. Ltd., Manufacturing Company

19th Floor, Concorde Tower C,

UB City No. 24, Vittal Maliya Road, Bangalore.

1. Jasmin Infinite Trade Pvt. Ltd.,

110/111, Gokulesh Complex,

Opp. Circuit house, R. C. Datt Road, Alkapuri, Vadodara.

1. Venus Data Products

GF-9, Pancham High Street,

Old Padra Road, 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 severe deficiencies in the iPhone purchased from your authorized seller (Jasmin Infinite Trade Pvt. Ltd.) on 21/06/2018 bearing model code 359203077791959 and serial number FYDW211XHTVR for a price of Rs.18,740/-.

The said mobile phone started giving issues with the touch screen function from the very first day of purchase. Despite multiple repair attempts by your authorized service center (Venus Data Products) between 04/09/2018 to 02/10/2018, and even a replacement unit provided on 10/09/2018 bearing serial number FR8X403VHTVR, the mobile phone continues to malfunction with software and hardware issues.

Your service center has failed to resolve the persistent issues with the device. The staff has also misbehaved and refused to replace the mobile phone or provide any satisfactory resolution, despite complaints lodged at your customer care center. The incessant issues with the product and lack of effective redressal has caused tremendous harassment, mental trauma and financial loss to the purchaser.

In view of the above, you are hereby called upon to:

1. Replace the defective mobile phone with a brand new unit of the latest model; or
2. Refund the full purchase price of Rs. 18,740/- along with Rs.30,000/- as compensation for mental agony and costs incurred.

In the event you fail to comply with the above directions within 15 days from the receipt of this notice, 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]

Mansi Vipul Shah