Sumedh Sunil Gupte

Res. 9B, S.T. Society,

Opp. T. B. Society, Gotri Road,

Vadodara 390 021

[Date]

Amazon Seller Services Private Ltd.

At 8th Floor, Brigade Gateway,

2/6, Dr. Rajkumar Road, Karnataka 560 055

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 laptop delivered by you for a total price of Rs. 59,990/-. On 16/07/2022, I had placed an order for a Lenovo ThinkBook 15 laptop and paid a total amount of Rs. 59,990/- towards the cost of the said product. On 18/07/2022, the said product was delivered to me, which was found to be defective and not functioning properly. Upon my request, you provided a replacement laptop, which was also found to be defective. Consequently, I raised a "Refund on Return'' request with you on 22/07/2022, seeking a refund of the amount paid for the defective products. You had scheduled several pick-ups for the return of the defective products, but no one came for the pick-up, and you failed to provide any valid reason or explanation for the same. Despite my repeated requests and attempts to contact you through various modes, including customer care, chat, email, and phone calls, you failed to respond or take any action regarding the refund request.

Your actions have resulted in deficiency in service, mental agony, harassment, and financial loss to me as a consumer. Therefore, through this legal notice, I call upon you to refund the entire amount of Rs. 59,990/- paid by me, along with appropriate compensation for the mental agony, harassment, and financial loss suffered by me, within 15 days from the date of receipt of this notice.

In case of your failure to comply with the above demand within the stipulated period, I shall be constrained to initiate appropriate legal proceedings against you before the concerned Consumer Disputes Redressal Commission, seeking refund, compensation, and costs, as per the provisions of the Consumer Protection Act, 2019.

Place: Vadodara

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

Sincerely,

[Your Signature]

Sumedh Sunil Gupte