Gaurav Sharma

Vajiram IAS Building,

Old Rajinder Nagar

Karol Bagh, Delhi-110005

[Date]

Ramesh Chand

Proprietor, Ms. Torque Bikes

Through Authorized Signatory

T-2531, Faiz Road,

Karol Bagh, New Delhi – 110005

Subject: Defective DSK Benelli Bike - Model TNT 25, Chassis No. MERTN251262K00722

Dear Sir/Madam,

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

This is to bring to your kind notice that I had purchased a DSK Benelli Bike - Model TNT 25 from your establishments. For a consideration of Rs. 2,23,923/- paid in cash vide your cash memo/Receipt/Invoice No. [insert Invoice Number] dated [insert Date], drawn on [insert Bank Name] bank for a sum of Rs.2,23,923/-.

The said bike is suffering from the following defects:

* Clutch and gear problems causing operational failure.
* Abnormal fluctuations in RPM.
* Battery issues leading to multiple instances where the bike was inoperable, requiring roadside assistance and battery replacement.

I have reported the above matter to you several times but despite all my pleadings, you have not made good the defect in the goods (or deficiency in services) which is indeed regrettable. On account of your aforesaid dereliction of duty and failure and neglect to rectify the same, I have suffered losses and incurred expenses.

You are hereby finally called upon to:

* Remove the said defects in the goods and/or
* Replace the goods with new goods and/or
* Return the price/charges paid and
* Pay compensation for financial loss/injury/interest suffered due to your negligence.

Details of the compensation claimed are as follows:

* Refund of the purchase price of Rs. 2,23,923/-
* Damages for mental torture, harassment, and agony amounting to Rs. 7,00,000/-
* Litigation costs of Rs. 50,000/-

I shall expect a refund of the purchase price and compensation in the sum of Rs. 9,73,923/- with interest at the rate of 6% per annum within 30 days of the receipt of this notice, failing which I shall be constrained to initiate against you for redressal of my aforesaid grievances and recovery of the aforesaid amount such proceedings, both civil and criminal as are warranted by law, besides filing a complaint under the statutory provisions of The Consumer Protection Act, 2019 exclusively at your own risk, cost, responsibility, and consequences which please note.

Place: New Delhi  
Date: [Today's Date]

[Signed]  
Gaurav Sharma  
[Contact Information]