**NOTICE BEFORE FILING THE COMPLAINT**

M/s Videocon Industries Ltd.

12th Floor, Videocon Tower E-1 Block, Jhandewalan New Delhi-110055

IN RE: Deficiency in Service regarding Videocon LED TV Model No. VMH-32 HH02CKH

**Dear Sir/Madam,**

This is to bring to your kind notice that I had purchased a Videocon LED TV bearing model No. VMH-32 HH02CKH from M/s Navrang Audio Video Private Limited on 09.10.2016 for a consideration of Rs.15,500/- with a warranty of 5 years.

The said product is suffering from the following defects: (i) Breakdown within the warranty period (ii) Failure to provide necessary repair or replacement (iii) Non-fulfillment of replacement promise despite additional payment

I have reported the above matter to you several times (including repeated requests and complaints to your customer care and service center) but despite all my pleadings you have not made good the defect in the goods 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, including immense mental agony, harassment and financial loss.

You are hereby finally called upon to: (i) Immediately repair or replace the defective Videocon LED TV (ii) Pay compensation of Rs. 15,00,000/- for financial loss and mental agony suffered (iii) Refund the additional amount of Rs. 4,400/- deposited for the replacement TV

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: Delhi

Dated: [Current Date]

[Your Signature]

Mr. Rishi Kumar 3/475 AND 3/399 KHICHRI PUR DELHI-110091

Encl: A Copy of the purchase receipt, warranty card, and correspondence with customer care.