**NOTICE BEFORE FILING THE COMPLAINT**

Capital Cars Private Ltd. (Prime Honda)

Plot No. 1, Patparganj Industrial Area

Delhi-92

IN RE: Unsatisfactory servicing of Honda City Car (Registration No. DL 7CF 3706)

Dear Sir,

This is to bring to your kind notice that I had availed servicing for my Honda City Car (Registration No. DL 7CF 3706) from your authorised service station for a consideration of Rs. 26,165 paid in cash vide your Invoice No. [Insert Invoice Number] dated [Insert Date of Service].

The said services are suffering from the following defects:

(i) Incomplete and unsatisfactory servicing

(ii) Vehicle not properly cleaned

(iii) Loose door hinges

(iv) Noisy clutch pedals

I have reported the above matter to you several times but despite all my pleadings, you have not rectified the defects in the services provided, which is indeed regrettable. On account of your aforesaid dereliction of duty and failure and neglect to rectify the same, I have suffered inconvenience and mental agony.

You are hereby finally called upon to:

(i) Remove the said defects in the services provided

(ii) Refund the service charge of Rs. 26,165

(iii) Pay compensation for the mental agony and inconvenience suffered due to your negligence

Please comply with the above within 15 days of the receipt of this notice, failing which I shall be constrained to initiate proceedings against you for redressal of my aforesaid grievances and recovery of the aforesaid amount. This may include 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: [Insert Current Date]

[Signature]

Ruchika Gupta

501A, Block 4A, HIG DDA Flats

Motia Khan, Paharganj

New Delhi-110055