**LEGAL NOTICE BEFORE FILING COMPLAINT**

To

ABC Agro Private Limited

Represented by its Manager

28/459, 2nd street, Simala Nagar, Cosmos- 37

Date: [Date]

Subject: Legal Notice Before Filing Consumer Complaint

Dear Sir/Madam,

I, Bruno (PAN Card No. xxxxx xxxxx), aged 46, residing at 32/208, 3rd street, Vimala Nagar, Cosmos-20, am a farmer with 25 years of experience growing chillies and rice on my 10-acre plot in Cosmos. On February 4, 2022, I purchased 10 packets of your new chilli seeds (AZ456832) for Rs 35,000, expecting higher yields as promised. Despite following all instructions meticulously, my harvest after three months was disappointingly low - only 8 quintals instead of the expected 15 quintals. When I approached you for an explanation, you denied responsibility and refused to have the product inspected. I then had the horticultural officer examine the situation, who concluded on June 4, 2022, that the inferior quality of the seeds was indeed responsible for the low yield. However, you rejected this report and my claim for compensation.

I persistently tried to resolve this issue through various channels. I contacted your customer care on June 10, 2022, and sent follow-up emails on June 12 and 14, all of which went unanswered. On June 15, I visited your office in person, requesting compensation of Rs 1,60,000 (Rs 40,000 per acre for 4 acres), but you again denied responsibility. You suggested I should have exercised more caution during purchase, disregarding the fact that I relied on your specific knowledge as the seller. I also discovered that other farmers who used the same seeds experienced similar issues, further confirming the defective nature of your product.

I firmly believe this incident constitutes a clear violation of my rights as a consumer to receive quality products for my money. It also represents a case of sale of defective goods as defined under Section 2(10) of the Consumer Protection Act of 2019. Your refusal to acknowledge the problem, provide proper customer service, or offer fair compensation has left me with no choice but to escalate this matter. I am entitled to remedy under the relevant provisions of the Act, and I urge you to reconsider your position and take immediate action to rectify this situation. Your prompt attention and fair resolution of this issue will be greatly appreciated.

I, therefore, request you pay compensation to the tune of Rs 1,60,000 for the loss suffered by the complainant, and pay Rs 50,000 as compensation for the mental distress caused within 15 days from the date of receipt of this notice failing which I shall be constrained to initiate proceedings under The Consumer Protection Act, 2019 for redressal of my aforesaid grievances and recovery of the aforesaid amount exclusively at your own risk, cost, responsibility and consequences.

I hereby demand the following:

1. pay compensation to the tune of Rs 1,60,000 for the loss suffered .
2. pay Rs 50,000 as compensation for the mental distress caused

You are hereby given a period of 15 days from the receipt of this notice to comply with the demands stated above. Failure to do so will leave me with no option but to initiate legal proceedings, including filing a complaint under the statutory provisions of The Consumer Protection Act, 2019, at your own risk, cost, responsibility, and consequences.

This notice is issued with the expectation of a prompt and fair resolution to avoid unnecessary legal actions. I trust that you will consider this matter seriously and act accordingly.

Yours sincerely,

Bruno [Your Signature]