**NOTICE BEFORE FILING THE COMPLAINT**

The Manager

ABC Home Appliances Private Limited

32/429, 6th street, Simala Nagar, Cosmos-65

IN RE: Purchase of microwave oven and non-delivery of product

Dear Sir,

This is to bring to your kind notice that I had purchased a microwave oven from your Simala Nagar branch in Cosmos on 05/03/2022 at around 2:30 pm. The oven was manufactured by ABC Electronics Private Limited and sold under the brand name Cenza. I paid a consideration of Rs. 30,000/- via NEFT (Transaction ID: 12456783) on 05/03/2022. I received an e-receipt on 06/02/2022 via email, which stated that the product would be delivered within five working days from the date of purchase.

The said purchase is suffering from the following defects:

* Non-delivery of the purchased product
* Failure to provide satisfactory customer service and resolution

I have reported the above matter to you several times, including:

* On 12/03/2022, I called to inquire about the delivery status.
* On 14/03/2022, I contacted your customer care cell, used the chatbot facility on your website, and raised a grievance in the customer feedback section.
* On 24/03/2022, I received a call from your customer support team, who informed me that the matter would be closed without resolving the issue.
* On 25/03/2022, I found that the status of my complaint on your website had changed from 'pending' to 'closed' without resolution.
* On 26/03/2022, I visited your showroom to request a refund, but was only given excuses and promises of delivery.

Despite all my pleadings, you have not delivered the product or refunded my money, which is indeed regrettable. On account of your aforesaid dereliction of duty and failure to rectify the same, I have suffered mental distress and financial loss.

You are hereby finally called upon to:

(i) Refund the money paid towards the purchase of the oven (Rs. 30,000/-)

(ii) Pay compensation for mental distress in the sum of Rs. 10,000

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 under the Consumer Protection Act, 2019, exclusively at your own risk, cost, responsibility and consequences.

Place: Cosmos

Dated: 16/02/2022

(Signature of the Consumer)

Bruno, S/o Mars

20/918, 3rd Cross Street, Vimala Nagar, Cosmos-100

PAN Card No. xxxxx xxxxx

Age: 46

Profession: Graphic Designer at H2O Designs Private Limited (for the last seven years)