NOTICE BEFORE FILING THE COMPLAINT

Waves Home Appliances

Represented by its Manager

12/301, 3rd street, Simala Nagar, Cosmos – 30

IN RE: Defective 55' TV purchased from XYZ e-commerce website

Dear Sir/Madam,

This is to bring to your kind notice that I had purchased a 55' TV from XYZ e-commerce website on 12/02/2022 for a consideration of Rs. 60,000/- paid by way of NEFT (Transaction ID 67346281).

The said product is suffering from the following defects:

(i) TV went into stand-by mode and later switched off automatically

(ii) Unable to boot up the device

(iii) Inherent manufacturing defect as confirmed by your technician

I have reported the above matter to you several times (including notifications on 20/02/2022, 25/02/2022, 27/02/2022, and 03/03/2022) 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 distress due to the inability to use the TV for entertainment and news.

You are hereby finally called upon to:

(i) Replace the defective TV with a new, functioning product

(ii) Pay Rs. 20,000/- as compensation for mental distress caused

within 15 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: Cosmos

Dated: 10/03/2022

[Your Signature]

Bruno (PAN Card No. xxxxx xxxxx)

20/918, III street, Vimala Nagar,

Cosmos – 100