**NOTICE BEFORE FILING THE COMPLAINT**

The Manager,

Waves

34/978, 3rd street,

Vimala Nagar, Cosmos- 45

**IN RE:** Purchase of defective water purifier and failure to replace/refund

**Dear Sir,**

This is to bring to your kind notice that I had purchased a water purifier from your showroom situated in Jeevan Nagar, Cosmos on 03/02/2022 at around 2:30 pm. The details of the product are as follows:

Brand: Stormz Model Number: AX78945632 Capacity: 5L Warranty period: 1 year

I paid a consideration of Rs. 8,000/- for this product.

The said purchase is suffering from the following defects: (i) The water purifier stopped working within a day of installation (ii) Failure to replace the defective product or refund the purchase amount (iii) Inadequate customer service and resolution

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

* On 06/02/2022, I contacted you about the defective product.
* After 5-6 days, I called to inquire about the status of my complaint.
* On 15/02/2022, your technician visited and confirmed a manufacturing defect that couldn't be fixed.
* On 16/02/2022, I sent an email requesting a replacement.
* On 20/02/2022, I sent a reminder email.
* On 21/02/2022, I registered a grievance in your customer feedback section.
* On 24/02/2022, I received a call from your customer care team with false promises.

Despite all my pleadings, you have not replaced 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. The product is of utmost importance to me as I rely on purified water for personal consumption.

You are hereby finally called upon to: (i) Replace the defective water purifier with a new, functioning unit OR refund the purchase amount of Rs. 8,000/- (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: [Current Date]

(Signature of the Consumer)

Bruno, S/o Mars

20/418, 2nd 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)