**NOTICE BEFORE FILING THE COMPLAINT**

**Name and address**

Mr. Himanshu Agrawal & Mr. Aman Agrawal Directors

VLE Bazaar/[www.vlebazaar.in](http://www.vlebazaar.in) H.No. 135, Basement, Gali No. 54, T Molarband Extension, Badarpur, New Delhi - 110044

IN RE: Financial fraud regarding order of Sony Walkman from [www.vlebazaar.in](http://www.vlebazaar.in)

**Dear Sirs,**

This is to bring to your kind notice that I had purchased a Sony Walkman from your website [www.vlebazaar.in](http://www.vlebazaar.in) on 09/03/2022 for a consideration of Rs. 12,745/- paid through my ICICI debit card bearing no. 4799320030005770 against Transaction ID 206815998933 and Order ID 1461182.

The said transaction is suffering from the following defects: (i) Non-delivery of the ordered product (ii) Failure to refund the amount after order cancellation (iii) Fraudulent transfer of refunded amount back to your account without authorization

I have reported the above matter to you several times (including order cancellation on 29/04/2022 and subsequent follow-ups) but despite all my pleadings you have not made good the defect in the goods/services 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 mental agony and harassment.

You are hereby finally called upon to: (i) Refund the amount of Rs. 12,745/- (Twelve Thousand Seven Hundred and Forty-Five Only) (ii) Pay compensation of Rs. 1,00,000/- for mental agony and harassment (iii) Pay Rs. 10,000/- towards costs of this legal notice

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: Bardez, Goa Dated: [Current Date]

[Your Signature]

Mr. Winston Souza Xavier 37/1 C, Xell, Bastora, Bardez, Goa