**NOTICE BEFORE FILING THE COMPLAINT**

The Manager/Proprietor

M/s Pereira Electronics and Electricals, Trinity Apartment Opp Malik Petrol Pump, Molar Corlim Goa - 403110

IN RE: Deficiency in service and sale of defective LED LCD TV Haier Model LE32K6600GAw

**Dear Sir/Madam,**

This is to bring to your kind notice that I had purchased an LED LCD TV Haier Model LE32K6600GAw Material Code DH1U63D32, vide Bill No. 106 dated 20/10/2021, for a consideration of Rs. 20,000/- from your showroom after exchanging my old television set for Rs. 2,000/-.

The said product is suffering from the following defects: (i) Issues with display developing within the warranty period (ii) Refusal to provide warranty service for the defect

I have reported the above matter to you (contacting your technician on 30/03/2022 and sending photographs as requested) 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 harassment, mental agony, and pecuniary loss.

You are hereby finally called upon to: (i) Repair the television under warranty (ii) Provide compensation for financial loss, harassment, and mental agony (iii) Provide a full refund if repair is not possible (iv) Pay interest on the above amounts (v) Reimburse litigation costs

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: North Goa

Dated: [Current Date]

[Your Signature]

Mrs. Mary J.F Victoria Gomes H. No. 90, Near St Braz Church, Gandaulim Cumbarjua, North Goa