To, Date:

The Manager/Proprietor,

Lakaki Dry Cleaners & Art Dyers,

Opp. Café Tato, Near Municipal Garden, Panaji - Goa

**Subject: LEGAL NOTICE FOR DEFICIENCY OF SERVICE AND FRAUD**

Dear Sir/Madam,

I, Mr. Francisco Abel Joao, Son of Mr Jose Leocadio Joao, residing at H.No. 565/F-1, Sea Goas Apartments, St. Cruz, Cujira, Tiswadi Goa, at this moment serve you this legal notice for deficiency in service, negligence, and mental harassment caused by your establishment Lakaki Dry Cleaners & Art Dyers.

That on 17/01/2022, I gave 5 expensive coats and 1 coats to your dry cleaning establishment for dry cleaning and paid Rs. 2,350 as charges for the same. The clothes were to be ready for collection by 27/01/2022.

However, when I went to collect my clothes on the given date, I was shocked to see that two of my expensive coats were completely damaged during the dry-cleaning process. The staff present categorically denied any responsibility and claimed that the coats were already damaged when received by your establishment. This is completely false and amounts to a deficiency in service and negligence on your part.

One of the damaged coats was purchased by me in the UK for approx. Rs. 9,000 and had immense sentimental value as it was worn by me for my wedding on 08/01/2022. The second damaged coat was recently tailored by me for Rs. 11,000. Both these coats held special emotional significance for me.

Upon complaining about the damage to the proprietor of your establishment, I was spoken to very rudely, arrogantly, and dismissively. This caused me immense mental harassment, agony, and anxiety.

You are hereby called upon to compensate me for the financial loss due to the damage of clothes worth Rs. 20,000 and mental harassment caused due to your deficient service and callous attitude.

If you fail to comply within 15 days of receipt of this notice, I shall be constrained to initiate appropriate legal proceedings against you before the competent Consumer Dispute Redressal Forum to prosecute and recover my loss along with interest, legal costs and other reliefs.

A copy of this notice is retained in my record for further process.

Thanking you,

Yours faithfully,