From,

1. Namdev Raikar alias Namdeu Raicar,

residing at House no. 87,

Nagali Taligao, Goa,

To,

1. Sony India Pvt. Ltd., A-18,

Mohan Cooperative Industrial Easta,

Mathura Road, New Delhi- 110044,

1. Sanjay Gonsalves Zeal Infotech,

Jairam Complex, Neugin agar,

Santa Cruz Goa-403005.

Subject: Legal Notice for committing fraud of replacing old refurbished LCD panels and claiming replacement and compensation for the same.

Dear Sir/Ma’am

1. In 2015, I purchased a Sony LED Television from Sony Center St. Inez Panaji, which was under warranty for the first 1 year from the time of its purchase.
2. In August 2018, the said TV developed a problem in the Back Light of the LCD panel, and the same was reported to the dealer Sony Center, who directed me to raise a complaint with the Sony Service Center.
3. A technician visited my house and after inspection, informed me that the TV's defective panel had to be replaced with a new LCD panel. I was asked to deposit Rs. 18,230/- towards the replacement cost.
4. Since my TV was out of warranty, I deposited Rs. 9,000/- and informed them that I would deposit the remaining Rs. 9,000/- at the time of delivery of the product.
5. Upon delivery, I found the replacement LCD panel to be suspicious as there were no packaging details. However, I was assured by the technician that it was authentic and paid the pending amount of Rs. 9,000/-.
6. Subsequently, I discovered that the replaced LCD panel was old and refurbished, which was confirmed by a raid conducted by the Legal Metrology Department of the Government of Goa on the Sony Service Center.
7. Through this notice I wish to inform you that your actions amount to fraud under criminal offenses and is a deficiency in services as per the Consumer Protection Act, 2019.
8. Accordingly, through this legal notice I inform you to replace the existing refurbished LCD panel with the new LCD panels, refund the entire amount of Rs. 18,000/- (Rupees Eighteen Thousand only), pay an amount of Rs. 1,00,000/- (Rupees One Lakh only) as compensation for the mental harassment, agony, physical torture, and financial losses that I have suffered.

You are hereby called upon to comply with the demands made in the legal notice within 15 days from the receipt of this notice, failing which I shall be constrained to initiate appropriate legal proceedings against you.

/12/2024

PORVORIM Namdev Raikar