To, Date

1. The Managing Director Doves Vacation 511,

Hubtown Solaris Prof. N.S. Phadke Road,

Andheri East, Mumbai - 400069

1. The Regional Manager Amway Innoventures Ltd.

B2, Killol Apartments,

Off F.C. Road, Pune - 411016

**Sub: Legal Notice for deficient service, unfair trade practice, and refund of membership fee.**

Dear Sir/Madam,

I, Rucha Belekar w/o Rahul Belekar residing at Flat No. 401, Esmeralda, Old-Goa, Bypass Plateau, Panelim, Kadamba Road, Ilhas Panaji – Goa - 403402, send this legal notice to Doves Vacation having its office at 511, Hubtown Solaris, Prof. N.S. Phadke Road, Andheri East, Mumbai - 400069 and Amway Innoventures Ltd. having its office at B2, Killol Apartments, Off F.C. Road, Pune - 411016 regarding the deficient services provided.

My husband and I purchased a membership of Doves Vacation for Rs. 1,50,000 from Amway Innoventures Ltd. on 26/04/2022. Amway executive had assured us that if we were not satisfied with the services, we would get a full refund of the membership fee.

Relying on this assurance, we planned a trip to Mahabaleshwar from 28/05/2022 to 01/06/2022. Despite providing all the required details well in advance, your representatives failed to make a confirmed booking at the resort as promised. This led us to face immense harassment and monetary loss. We were forced to make alternate expensive arrangements causing severe mental agony and trauma.

Even after bringing this deficiency in service to your notice vide email dated 06/06/2022, you took no steps to address our grievance and refund the membership fee as per your commitment. This amounts to unfair trade practices and gross negligence.

Through this legal notice, I call upon you to immediately refund the entire membership fee of Rs. 1,50,000 that we paid on 26/04/2022 with interest at 18% p.a. from date of payment till realization. Also, pay Rs. 50,000 as compensation for mental harassment and Rs. 25,000 as litigation costs, within 15 days of receiving this notice.

If you fail to comply, I will be constrained to initiate appropriate legal proceedings against you for recovery of the due amount along with interest, costs, compensation, and other reliefs as entitled under the Consumer Protection Act, 2019, without any further notice. The act of your company amounts to a serious deficiency in service for which it can be prosecuted.

Kindly take this notice seriously and refund the amount as demanded above within the stipulated time.

Yours sincerely,

Rucha Belekar