To,

Mr. Yogiraj Desai,

Sales Manager,

DSP Electric LLP (Avera AI Mobility Pvt Ltd),

Shop No. 1 And 2,

Raghunath City Center,

Aquem, Margao- Goa- 403601

Sub: Legal notice regarding deficiency in service and unfair trade practice causing mental harassment and agony due to failure to replace damaged electric scooter or refund amount paid

Dear Sir,

This is to bring to your notice that I purchased a RETROSA electric scooter manufactured by Avera AI Mobility Pvt Ltd from your dealership DSP Electric LLP (Avera AI Mobility Pvt Ltd) on 8 November 2021 vide tax invoice no. DSPA/21-22/71 by paying Rs. 1,30,000 as purchase price and Rs. 7,773 towards other charges.

On 21 July 2022, the said vehicle caught fire at my residence while charging due to a manufacturing defect and was completely damaged. This was immediately brought to your notice and the damaged vehicle was taken by your representatives for replacement with assurance that a new vehicle would be provided within a few weeks.

Despite several oral requests and reminders, neither has the vehicle been replaced nor has the amount been refunded to date. This has caused immense mental harassment and financial loss.

You are hereby called upon to replace the damaged vehicle with a new electric scooter of the same make and model or refund the entire amount of Rs. 1,37,773 (Rupees One Lakh Thirty-Seven Thousand Seven Hundred Seventy-Three Only) paid by me along with interest @ 12% p.a. within 15 days from the date of receipt of this notice.

Failure to comply with this notice shall compel me to initiate appropriate legal proceedings against you for deficiency in service, and unfair trade practice and for recovery of the amount paid along with interest, damages, and legal costs.

Yours faithfully