Date:

From,

D.Franklin Arul Stephen,

S/o. Daniel Raj,

Age:45

Occupation:Pilot

D.No.413, Seminary Lane,

Pasumalai,

Madurai – 625002.

To

1. M/s. Yamaha Music India Private Limited

(Attn: Managing Director)

P-401, JMD Mega Poils, Sector 48, Sohna Road

Gurgaon, Haryana - 122018

2. The Proprietor

Honey Musical Instruments Gallery

No. 201, Rajan Complex, Tamil Sangam Road

Madurai

Subject: Legal Notice for Deficiency in Service and Adoption of Unfair Trade Practices in the Purchase of Yamaha PSR I455 Keyboard on 14.11.2013 for Rs. 22,000/-

Dear Sirs,

Under instructions from and on behalf of myself, I hereby serve upon you the following legal notice:

1. That on 14.11.2013, I purchased a Yamaha Digital Keyboard Model No. PSR I455 manufactured by you for a sum of Rs. 22,000/- from your authorized dealer M/s. Honey Musical Instruments Gallery, Madurai. The keyboard was purchased specifically for my daughter Ms. F. Fabita Franklin to assist in her preparation for the Trinity College London music exams up to Grade 8.

2. That at the time of purchase, your representative at Honey Musical Instruments Gallery categorically represented to me that the Yamaha PSR I455 keyboard was suitable for Trinity music exams up to Grade 8. The same representation was also printed on the keyboard box sticker and product pamphlet provided by your authorized dealer. Trusting your representations, I made the purchase.

3. However, in October 2016, when my daughter started preparing for her Grade 6 piano exam, her music teacher informed that the Yamaha PSR I455 keyboard lacks certain advanced features essential for Grade 6 and above exams. Your product is not actually suitable beyond Grade 5 level, contrary to your express representations.

4. Aggrieved by your deficient service and unfair trade practice, I sent an email on 27.05.2016 to your customer care seeking resolution. However, you failed to provide any response or redressal, exhibiting gross deficiency and negligence.

5. That due to your false assurances, deficient service and failure to make amends, I have suffered immense mental agony, harassment, inconvenience and financial loss. I was constrained to unnecessarily spend Rs. 22,000/- on a keyboard not fit for the intended purpose represented by you and later purchase a costlier model for Rs. 95,000/- for my daughter's education.

In view of the above, you are hereby called upon to:

a) Refund the entire sum of Rs. 22,000/- paid by me for purchase of the defective Yamaha PSR I455 keyboard, along with interest @18% p.a. from the date of purchase till realization; and

b) Pay compensation of Rs. 1,00,000/- to me for the immense mental agony, inconvenience and financial loss caused by your negligent and deficient acts.

Take Notice that if you fail to comply with the above demands within 15 days from the receipt of this notice, I shall have no other alternative but to initiate appropriate legal proceedings against you, including a consumer complaint before the District Consumer Disputes Redressal Commission, Madurai for deficiency in service and unfair trade practices. The same shall be entirely at your own risks as to costs and consequences.

Sincerely,

D. Franklin Arul Stephen