Issue No. 5 – Inferior quality of sofa set

User: I received a defective sofa set. What do I do now?

**Chatbot: Hi, I’m your consumer grievance assistance tool. How can I help you?**

User: I visited the Jeevan Nagar branch of ABC Furniture Private Limited located in the city of Cosmos on 04/02/2022 at 6:30 pm, and purchased a three-seater sofa.

**Chatbot: Okay. Could you please describe the sofa that you purchased?**

User: It’s a black three-seater sofa, and the model number is AX672341.

**Chatbot: What was the cost of the product?**

User: Rs 1,50,000/-

**Chatbot: What was the problem with the sofa?**

User: The problem was with the upholstery of the sofa which started peeling off on its own within a few days from the date of purchase.

**Chatbot: What is the warranty period of the product?**

User: 1 year

**Chatbot: Did you ask the company to fix the sofa, or replace the product?**

User: Yes, I did, but to no avail. I called them on 10/02/2022 to voice my concerns. They said they would replace the sofa without mentioning the time period for the same, but they didn’t deliver on their promise.

**Chatbot: Does the company have an option to raise complaints on its website?**

User: Yes, they do. I did that as well on 13/02/2022, but didn’t receive any acknowledgement of the receipt of the complaint. On 14/02/2022, I visited the showroom in person, and on 15/02/2022, I contacted them using their toll free number, but all efforts went in vain.

**Chatbot: Is there anything else that you would like to add?**

User: When I brought up the matter of warranty period for the product, I was informed that issues that arise due to the negligent conduct of the customer would not be covered;hence, the furniture was neither replaced, nor was the issue fixed.

User: I also asked a number of questions about the product before making the purchase, and the seller gave a positive response to all the questions posed by me.

**Chatbot: Did you consider sending them a legal notice?**

User: Yes, I sent them a legal notice dated 16/02/2022 seeking replacement of the sofa, and an amount of compensation to the tune of Rs 50,000/- for supplying a product of inferior quality.

**Chatbot: What was their response?**

User: I never received any response

**Chatbot: Okay, in that case, you can file a complaint on the E-Daakhil platform, or submit the same in person in the District Consumer Dispute Redressal Commission, Cosmos**

For more information on the E-Daakhil platform, please visit <https://edaakhil.nic.in/> .

Please note that since the value of the product purchased is less than Rs 5 lakhs, you do not have to pay any court fees, but ensure you have the following documents with you:

1. Receipt of the purchase made
2. Photographs of the product
3. Copies of the emails sent to the opposite party
4. Legal Notice sent to the opposite party

**Chatbot: If you need any assistance with respect to complaint drafting, please feel free to reach out.**

User: Yes, I require assistance in this regard.

**Chatbot: Sure, please mention your name, age, occupation, and address, and the furniture company’s name, and address.**

User: I am Vinothini, aged 35, and I am a doctor by profession. My residential address is 54/206, 3rd street, Simala Nagar, Cosmos- 30.

Company name: ABC Furniture Private Limited

Company address: 65/206, 3rd street, Simala Nagar, Cosmos-25

**Chatbot**: **Thanks, here’s a draft complaint along with an affidavit and MoP based on the information provided by you.**

[Complaint](https://docs.google.com/document/d/1N4KNJR5K90PPNhciuUVTQs2pEMOZR0Na/edit)

[Affidavit](https://docs.google.com/document/d/1wehp1w-zODwPe9KBTb55tbNn6vDi7v7N/edit)

[Memorandum of Parties (MoP)](https://docs.google.com/document/d/18-aAzCTOF-qJNsJCtGTgAosfF089Couy/edit)

User: Thanks

**Chatbot:** **Is there anything else you want me to assist you with?**

User: No, thanks

**Chatbot:** **Welcome. Happy to help. I hope you found this conversation useful. Please feel free to contact us again in case of any queries in the future.**

Meanwhile, you can log on to <https://consumeraffairs.nic.in/> , or dial 1800-11-4000 (National Consumer Helpline) for more information.

Stay Alert, Stay Safe

Thank you