Issue No. 9 – Non-delivery of Product

User: I placed an order for an oven from a home appliances company but didn’t receive the product.

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

User: I purchased the product from ABC Home Appliances Private Limited on 05/03/2022. I was told that the product would be delivered within 5 working days from the date of purchase, but it has been over 15 days now, but I have not received it yet.

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

User: Made a down payment of the purchase cost by way of NEFT (Transaction ID: 12456783) on 05/03/2022; received an e-receipt on 06/02/2022 by way of email

**Chatbot: How much did you pay for the product?**

User: I paid Rs 30,000 for it.

**Chatbot: Any pending installments in respect of the product?**

User: No, I made a down payment of the entire cost of the product.

**Chatbot: Okay. Did you bring it to the attention of the seller?**

User: Yes. On 10/03/2022, I sent a reminder to the seller, but there was no response to the email sent. Then, on 15/03/2022, I raised the issue with the customer care division of the company. I was told that the matter would be resolved within two working days, but I have still not received the product.

User: On 24/03/2022, I received a call from the customer support team, this time only to inform that the matter would be closed. When I pointed out that I had still not received the product, they simply stated that they would escalate the issue to the relevant persons for looking into the issue.

**Chatbot: Did you consider sending a legal notice to the seller?**

User: Yes, I sent a legal notice dated 20/03/2022 but it went in vain. I did not receive a reply from the company.

**Chatbot: Then, would you like to file a complaint before the District Consumer Grievance Redressal Forum?**

User: Yes, I would like to.

**Chatbot: Okay, could you please tell me where your residence is?**

User: I live in the city of Cosmos

**Chatbot: In that case, you can file a complaint before the Cosmos District Consumer Grievance Redressal Forum within a period of two years from the date of cause of action i.e 04/02/2022. You can either use the E-Daakhil portal to file your complaint, or submit a physical copy of the complaint in the commission.**

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. Copy of the email correspondence with the company
3. Legal Notice sent to the company

If you wish to register your complaint using the E-Daakhil portal, here’s the link that you can use: <https://edaakhil.nic.in/> . The portal has an instruction manual that provides you with step-by-step procedure for registering a complaint

**Chatbot: However, please feel free to let me know if you need any assistance with respect to drafting of a consumer complaint**

User: Yes, it would be really helpful if you share a template that I could use for reference

**Chatbot: Sure, that can be done. Could you please tell me your name, age, occupation and address?**

User: I am Bruno, and my age is 46. I work as a graphic designer. My residential address is 20/918, III street, Vimala Nagar, Cosmos – 100

**Chatbot: Could you also specify the details of the model that you purchased?**

User: Product type – microwave oven

Brand name – XYZ

Model number – AX673421

**Chatbot: Could you also mention the name and address of the company?**

User: ABC Home Appliances Private Limited. Registered office address is 32/429, 6th street, Simala Nagar, Cosmos-65

**Chatbot: Thanks, here’s a draft complaint based on the information provided by you**:

[Complaint](https://docs.google.com/document/d/1CRDhKZmhySVzHtJXml9nzT4e4KLjC2Mz/edit)

[Affidavit](https://docs.google.com/document/d/1hsv_RHIAgZijByJ7z-WK-fZxzaMAG0OB/edit)

[Memorandum of Parties](https://docs.google.com/document/d/1pMT-vXQPqJ4DvGdWsKX9_jfeiClpMK-V/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