Pravat Kumar Behera

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**OnePlus Exclusive Service Provider**,

KDPR- Jai Jagannath Mobicare , Plot no: 281,

Near sai temple ,Saheed nagar ,

Bhubaneswar, Odisha -751007

Subject: **Show Cause Notice Regarding Display Issues in OnePlus Devices**

Dear Sir/Madam,

I am writing this show cause notice on behalf of multiple OnePlus users who have experienced display line issues in their devices. It has come to our attention that approximately 90% of OnePlus users are encountering this problem after the warranty period. We believe this issue is a hardware defect and falls under the scope of warranty coverage.

We would like to seek a clarification from your service center as to why the majority of OnePlus owners are facing display line issues even after the warranty period has expired. It is our understanding that under the Consumer Protection Act, 2019, consumers have the right to expect that products are free from defects and that appropriate remedies should be provided.

We are particularly concerned about the response provided by your service center, which is reportedly issuing coupons for customers to purchase new OnePlus devices instead of offering free repairs. This approach is not in line with consumer protection laws and does not address the underlying hardware issue experienced by users.

In light of the aforementioned concerns, we request you to provide a detailed written response within [mention a reasonable time frame, e.g., **15 days**] from the receipt of this notice. Your response should address the following points:

1. Explanation regarding the high incidence of display line issues in OnePlus devices.

2. Clarification on why free repairs are not being offered to affected OnePlus users.

3. Provide supporting evidence or technical explanation that justifies the issuance of coupons for customers to buy new devices instead of addressing the hardware defect.

4. Information about any steps being taken to rectify the display line issue in future OnePlus models.

Failure to respond adequately to this show cause notice within the stipulated time frame will be considered as a violation of consumer rights and may result in legal action being pursued against your service center. Please note that we are prepared to take all necessary measures to protect the interests of OnePlus users impacted by this issue.

We would like to resolve this matter amicably, and it is our hope that you will address our concerns promptly and appropriately. We believe that fair and reasonable solutions can be reached to ensure consumer satisfaction and uphold the reputation of OnePlus as a leading mobile brand.

Thank you for your attention to this matter, and we look forward to receiving your response.

Yours sincerely,

Pravat Kumar Behera