

# Complete Guide to Consumer Rights

## Know Your Rights as a Consumer in India

By NyayaNow - Simple & Trusted Legal Guidance

### What are Consumer Rights?

Consumer rights protect you from unfair business practices, defective products, and poor services. The Consumer Protection Act, 2019 gives you the power to seek redressal for grievances.

### Six Basic Consumer Rights in India

- Right to Safety:** Protection against products harmful to life and health
- Right to Information:** Complete information about quality, quantity, price, and standards
- Right to Choose:** Access to variety of products at competitive prices
- Right to be Heard:** Assurance that consumer interests will be considered
- Right to Redressal:** Fair settlement of genuine grievances
- Right to Consumer Education:** Knowledge to be an informed consumer

### Common Consumer Problems

Problem Type	Examples
Defective Products	Broken electronics, torn clothes, expired food
Poor Service	Late delivery, incomplete service, rude behavior
Overcharging	Bill higher than agreed, hidden charges
False Advertising	Product different from advertisement
Warranty Issues	Refusal to honor warranty
Online Shopping	Wrong product, damaged delivery, no refund

### How to File a Consumer Complaint

#### Step 1: Gather Evidence

Bills, receipts, photos, warranty cards, emails, messages

## **Step 2: Contact the Seller**

Give them a chance to resolve - send written complaint

## **Step 3: Wait 30-45 Days**

If no response or unsatisfactory response

## **Step 4: File Complaint**

District Forum (up to ₹1 crore), State Commission (₹1-10 crore), National Commission (above ₹10 crore)

## **Step 5: Submit Documents**

Complaint form, evidence, proof of purchase

## **Step 6: Attend Hearings**

Present your case, bring evidence

## **Step 7: Get Order**

Refund, replacement, or compensation as ordered

## Where to File Complaint?

- Online:** National Consumer Helpline - 1800-11-4000 or consumerhelpline.gov.in
- Offline:** District Consumer Forum in your area
- Company Website:** Most companies have grievance redressal portals
- State Commission:** For amounts above ₹1 crore

## Important Documents Needed

- Original bill/receipt
- Warranty/guarantee card
- Product photos (if defective)
- Written communication with seller
- Bank statements (if payment dispute)
- Delivery receipt/invoice
- Any other relevant proof

## Time Limits for Complaints

**General Rule:** File within 2 years from the date of cause of action

**Exception:** Can file late with sufficient cause and court permission

**Tip:** File as soon as possible - evidence is fresh, better chance of success

### Need Help with Consumer Complaint?

Contact NyayaNow for FREE guidance

- WhatsApp: +91-9632786767
- Email: info@nyayanow.com
- Website: nyayanow.com

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