

BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION, MUMBAI

Consumer Complaint No. ____ of 2025

IN THE MATTER OF:

Pratik Shah — Complainant

Versus

Opposite Parties:

1. **Hisense India Pvt. Ltd.**
2. **Toshiba India Pvt. Ltd.**
3. **Toshiba Authorized Service Center (Reliance ResQ – Synergy Electronics)**



Photo 1 : Image of the issue with the television where you see the right side of the screen is blank and top left you see the picture

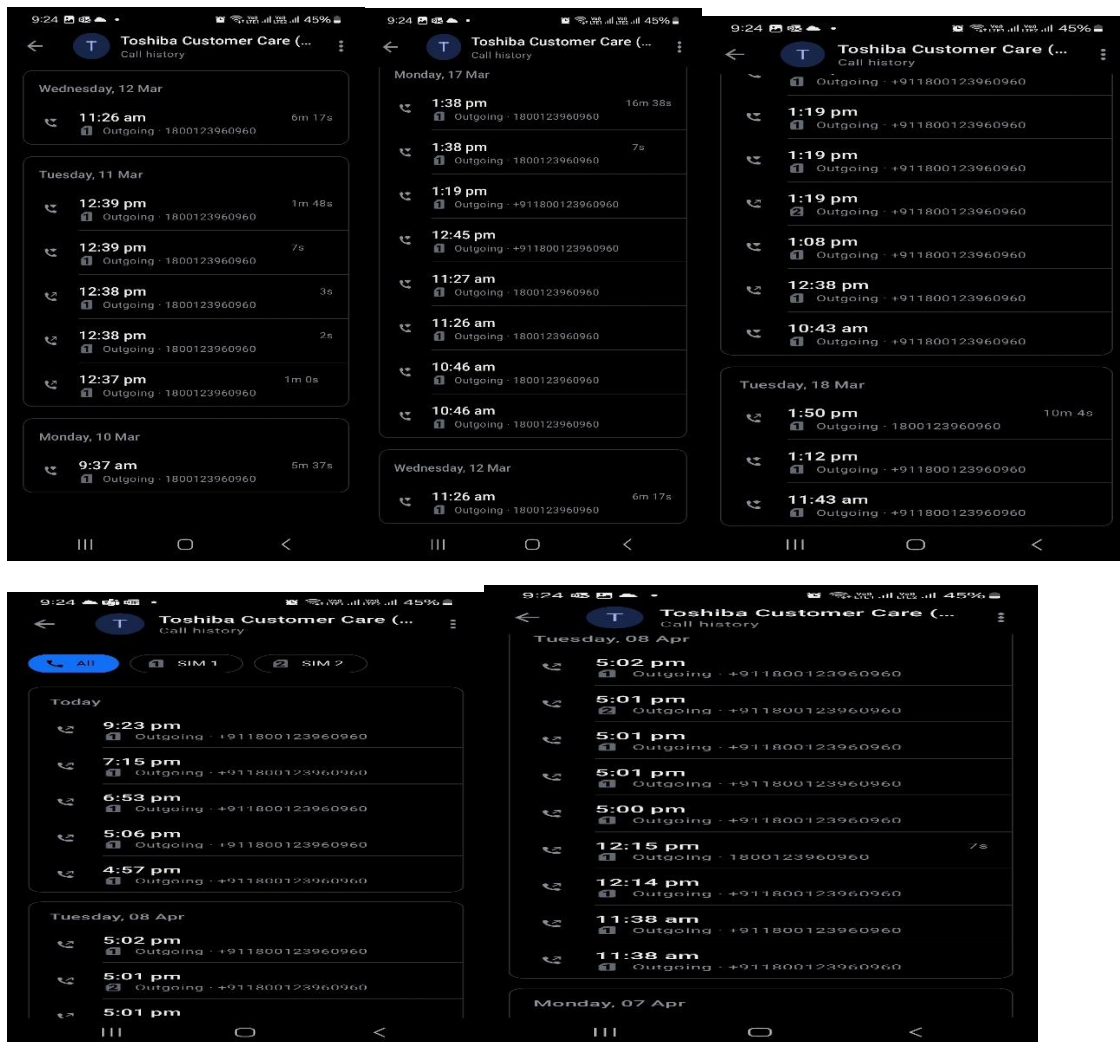


Photo 2 : Call logs made to Toshiba customer service shows we raised complaint on 10 March 2025. It also shows most of the time number was not available.

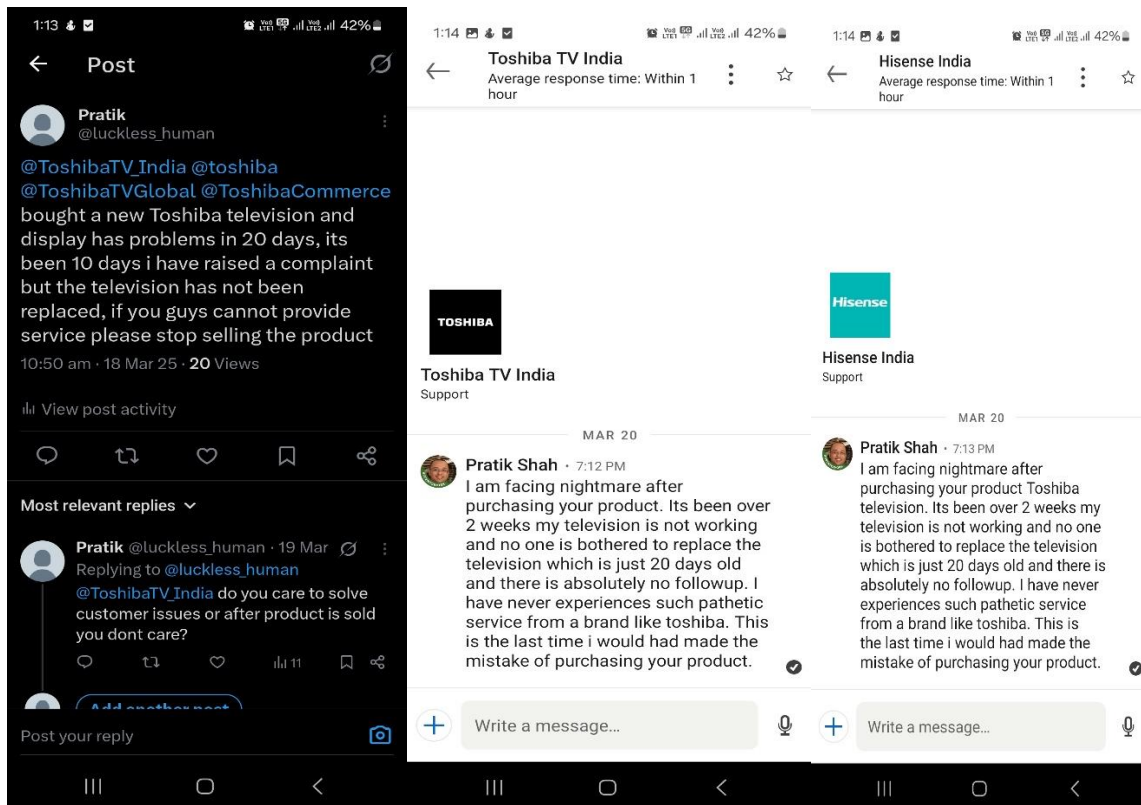


Photo 3: Complaint raised via social media, but no response.

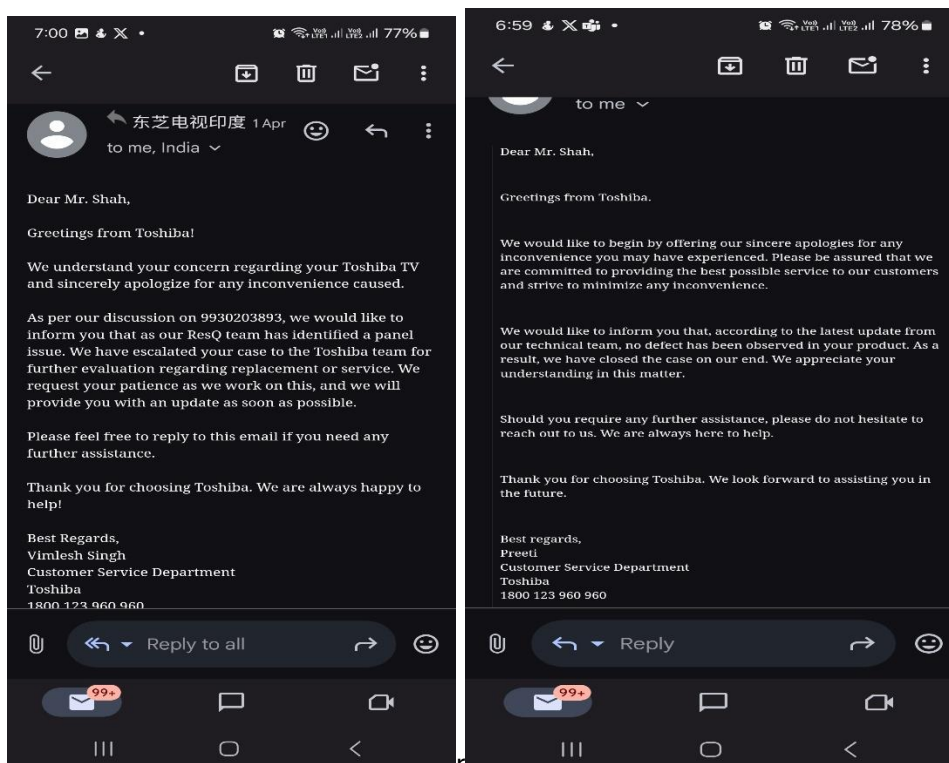


Photo 4: Left they acknowledge the issue, right they deny there is any issue.

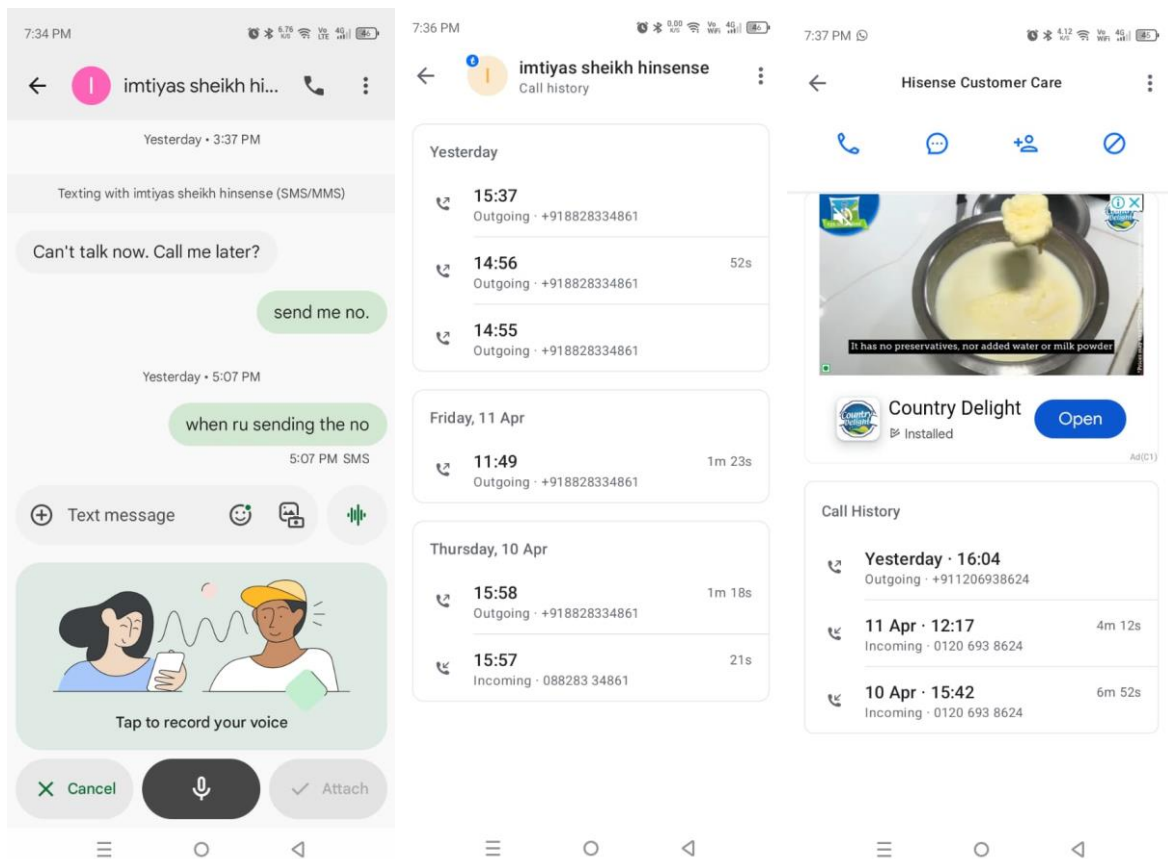


Photo 5: Call logs from Hisense customer care team and imtiyas from the service center.