

Shah, Pratik

From: Pratik Shah <pratikshah83@gmail.com>
Sent: 07 April 2025 17:21
To: Shah, Pratik
Subject: Fwd: EXT: FW: EXT: Re: Fw: Re: Re: Fw: Re: EXT: FW: Fw: Re: Fw: Re: Fw: Re: Service and Quality issue with a brand new Toshiba television

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

----- Forwarded message -----

From: 东芝电视印度 <tvindia@toshiba-visual.com>
Date: Mon, 7 Apr, 2025, 5:00 pm
Subject: Re: EXT: FW: EXT: Re: Fw: Re: Re: Fw: Re: EXT: FW: Fw: Re: Fw: Re: Fw: Re: Service and Quality issue with a brand new Toshiba television
To: <pratikshah83@gmail.com>

Dear Mr. Shah,

Greetings from Toshiba!

At the outset we request you to accept our sincere apologies for the inconvenience caused to you. We would like to assure you that we strive hard to ensure our customers are not inconvenienced in any way and best in class service is extended to them.

This is to inform you that, as per update received from our technical team, there is no defect observed in your product. Therefore, case has been closed at our end. Your understanding is highly appreciated.

Feel free to reply to this mail, for any further assistance required.

Thank you for choosing Toshiba. Happy to help always!

Best Regards,
Daniya
Customer Service Department
Toshiba
1800 123 960 960

From: Pratik Shah <pratikshah83@gmail.com>
Sent: 07 April 2025 15:32

To: 东芝电视印度 <tvindia@toshiba-visual.com>; 海信印度公司/HisenseIndiaPvt.Ltd. <india@hisense.com>; India Service Head <in.servicehead@hisense.com>; contact@toshiba-india.com
Subject: Re: EXT: Re: Fw: Re: Re: Fw: Re: EXT: FW: Fw: Re: Fw: Re: Fw: Re: Service and Quality issue with a brand new Toshiba television

another week gone no update, no replacement, no communication.

we are still without television.

i am already working with an advocate to file a complaint with the consumer court as this qualifies as "deficiency in service" under section 35 of consumer protection act 2019.

keep delaying so that makes my case stronger and will make you guys compensate more.

Thanks

On Wed, 2 Apr, 2025, 2:06 pm Pratik Shah, <pratikshah83@gmail.com> wrote:

24 hours gone, 48 hours gone, almost 1 month and still you have not resolved the issue.

i cannot even use pathetic service word for you guys.

i am surely make you guys compensated for the trouble and delay you have caused.

longer you take better it is for me when i file the court case with all evidence.

On Tue, 1 Apr, 2025, 1:45 pm 东芝电视印度, <tvindia@toshiba-visual.com> wrote:

Dear Mr. Shah,

Greetings from Toshiba!

We understand your concern regarding your Toshiba TV and sincerely apologize for any inconvenience caused.

As per our discussion on 9930203893, we would like to inform you that as our ResQ team has identified a panel issue. We have escalated your case to the Toshiba team for further evaluation regarding replacement or service. We request your patience as we work on this, and we will provide you with an update as soon as possible.

Please feel free to reply to this email if you need any further assistance.

Thank you for choosing Toshiba. We are always happy to help!

Best Regards,
Vimlesh Singh
Customer Service Department
Toshiba
1800 123 960 960

From: "Pratik Shah" <pratikshah83@gmail.com>
Sent Time: 2025-03-31 19:31:33 (Monday)
To: "东芝电视印度" <tvindia@toshiba-visual.com>, "海信印度公司/HisenseIndiaPvt.Ltd." <india@hisense.com>, "India Service Head" <in.servicehead@hisense.com>, contact@toshiba-india.com
Cc:
Subject: EXT: Re: Fw: Re: Re: Fw: Re: EXT: FW: Fw: Re: Fw: Re: Fw: Re: Service and Quality issue with a brand new Toshiba television

As per our discussion, please find attached video and photo of the display.

here is the complaint number for the one i have lodged with the consumer forum.

very soon this will be followed by a legal notice and case in the consumer court. I am ready to fight this in court even if it takes 2 years.

"Your Grievance has been successfully lodged and your docket number: 6959969"

On Thu, 27 Mar, 2025, 7:47 pm 东芝电视印度, <tvindia@toshiba-visual.com> wrote:

Dear Mr. Shah,

Greetings from Toshiba!

We understand that you have concern regarding your Toshiba TV. At the outset we request you to accept our sincere apologies for the inconvenience caused to you.

As per our discussion on 9930203893, we would like to inform you that our team has identified a panel issue and has already requested a replacement. The request is currently pending, and our team is actively working on your case. We request to wait till tomorrow so that we can connect with team and update the exact status. Thank you for your patience during this process.

Please feel free to reply to this email if you need any additional assistance.

Thank you for choosing Toshiba. We are always happy to help!

Best Regards,
Vimlesh Singh
Customer Service Department
Toshiba
1800 123 960 960

From: "Pratik Shah" <pratikshah83@gmail.com>

Sent Time: 2025-03-27 19:05:21 (Thursday)

To: "东芝电视印度" <tvindia@toshiba-visual.com>, "海信印度公司/HisenseIndiaPvt.Ltd." <india@hisense.com>, "India Service Head" <in.servicehead@hisense.com>, contact@toshiba-india.com

Cc:

Subject: Re: Re: Fw: Re: EXT: FW: Fw: Re: Fw: Re: Fw: Re: Service and Quality issue with a brand new Toshiba television

please call me on 9930203893. when will the tv be replaced, its already 3 weeks we are. without watching television.

On Thu, 27 Mar, 2025, 4:10 pm Pratik Shah, <pratikshah83@gmail.com> wrote:

another day passes, no call, no follow up, no replacement, no resolution and we are still without television.

amazing service and experience by toshiba and Hisense.

On Wed, 26 Mar, 2025, 9:09 pm Pratik Shah, <pratikshah83@gmail.com> wrote:

i have not received any phone call, please give me a number to call you below customer care number is not working.

i am not sure how long are you guys going to take to resolve this issue.

On Wed, 26 Mar, 2025, 9:04 pm 东芝电视印度, <tvindia@toshiba-visual.com> wrote:

Dear Mr. Ansari,

Greetings from Toshiba!

We understand that you have concern regarding your Toshiba TV. At the outset we request you to accept our sincere apologies for the inconvenience caused to you.

We tried to contact you on 9930203893, however not able to reach you as your number was ringing. As already updated your concern is under process, we have already escalated this case and technician will visit you as soon as possible.

Feel free to reply to this mail, for any further assistance required.

Thank you for choosing Toshiba. Happy to help always!

Best Regards,
Vimlesh
Customer Service Department
Toshiba
1800 123 960 960

From: "东芝电视印度" <tvindia@toshiba-visual.com>
Sent Time: 2025-03-25 21:07:13 (Tuesday)
To: pratikshah83@gmail.com
Cc:
Subject: Re: Fw: Re: EXT: FW: Fw: Re: Fw: Re: Fw: Re: Service and Quality issue with a brand new Toshiba television

Dear Mr. Shah,

Greetings from Toshiba

We understand that you are waiting for an update. At the outset we request you to accept our sincere apologies for the inconvenience caused to you.

We have already forwarded your concern to the relevant team to expedite the process. We request you to wait as we will connect with you as soon as possible.

Feel free to reply to this mail, for any further assistance required.

Thank you for choosing Toshiba. Happy to help always!

Best Regards,
Vimlesh Singh
Customer Service Department
Toshiba
1800 123 960 960

From: "Pratik Shah" <pratikshah83@gmail.com>
Sent Time: 2025-03-25 12:44:23 (Tuesday)
To: "东芝电视印度" <tvindia@toshiba-visual.com>, "India Service Head" <in.servicehead@hisense.com>, "海信印度公司/HisenseIndiaPvt.Ltd." <india@hisense.com>, contact@toshiba-india.com
Cc:

Subject: Re: EXT: FW: Fw: Re: Fw: Re: Fw: Re: Service and Quality issue with a brand new Toshiba television

This is the same copy paste reply i am getting since past 2 weeks, and i am unable to watch television and you guys are least bothered for the customer.

On Tue, 25 Mar, 2025, 12:39 pm 东芝电视印度, <tvindia@toshiba-visual.com> wrote:

Dear Mr. Shah,

Greetings from Toshiba

We understand that you have concern regarding Toshiba product. At the outset we request you to accept our sincere apologies for the inconvenience caused to you.

We would like to inform you that your request is currently in progress, and our team is actively addressing it. We request for your patience as we have escalated your concern to the appropriate team. They will provide you with an update as soon as possible. We appreciate your understanding and cooperation.

Feel free to reply to this mail, for any further assistance required.

Thank you for choosing Toshiba. Happy to help always!

Best Regards,

Afnan

Customer Service Department

Toshiba

1800 123 960 960

From: Pratik Shah <pratikshah83@gmail.com>

Sent: Monday, March 24, 2025 6:36 PM

To: 东芝电视印度 <tvindia@toshiba-visual.com>; in.servicehead@hisense.com; india@hisense.com;

TIPLcontact <contact@toshiba-india.com>

Subject: Re: Fw: Re: Fw: Re: Fw: Re: Service and Quality issue with a brand new Toshiba television

Another day gone, no updates, no follow up, no replacement, we are still without watching televisions.

you guys keep doing this and i will have more evidence when i go to consumer court.

be ready as complaint in consumer court is already in progress for the trouble you guys have given.

Thanks

On Sun, 23 Mar, 2025, 9:08 pm 东芝电视印度, <tvindia@toshiba-visual.com> wrote:

Dear Mr. Shah,

Greetings from Toshiba

We understand that you are waiting for an update. At the outset we request you to accept our sincere apologies for the inconvenience caused to you.

We have already forwarded your concern to the relevant team to expedite the process. We request you to wait as we will connect with you as soon as possible.

Feel free to reply to this mail, for any further assistance required.

Thank you for choosing Toshiba. Happy to help always!

Best Regards,
Daniya
Customer Service Department
Toshiba
1800 123 960 960

From: "Pratik Shah" <pratikshah83@gmail.com>

Sent Time: 2025-03-22 18:08:39 (Saturday)

To: "东芝电视印度" <tvindia@toshiba-visual.com>, "India Service Head" <in.servicehead@hisense.com>, "海信印度公司/HisenseIndiaPvt.Ltd." <india@hisense.com>, contact@toshiba-india.com

Cc:

Subject: Re: Fw: Re: Fw: Re: Service and Quality issue with a brand new Toshiba television

No one called, no follow up, no resolution, we are still without watching television, what an experience buying toshiba.

Thanks

On Fri, 21 Mar, 2025, 7:04 pm 东芝电视印度, <tvindia@toshiba-visual.com> wrote:

Dear Mr. Shah,

Greetings from Toshiba!

We understand that you have concern regarding your Toshiba TV. At the outset we request you to accept our sincere apologies for the inconvenience caused to you.

We are forwarding your concern to the relevant team. We request you to wait as we will connect with you as soon as possible.

Feel free to reply to this mail, for any further assistance required.

Thank you for choosing Toshiba. Happy to help always!

Best Regards,

Daniya

Customer Service Department

Toshiba

1800 123 960 960

From: "Pratik Shah" <pratikshah83@gmail.com>

Sent Time: 2025-03-21 14:14:59 (Friday)

To: "东芝电视印度" <tvindia@toshiba-visual.com>, "India Service Head" <in.servicehead@hisense.com>, "海信印度公司/HisenseIndiaPvt.Ltd." <india@hisense.com>, contact@toshiba-india.com

Cc:

Subject: Re: Fw: Re: Service and Quality issue with a brand new Toshiba television

now even your customer care number is unavailable, nor you reply to emails with proper answers?

what can a customer do after buying your product?

please stop selling your products as you cannot provide any service or resolution.

On Thu, 20 Mar, 2025, 7:07 pm Pratik Shah, <pratikshah83@gmail.com> wrote:

I seriously dont understand how difficult it is for you guys to just replace the defective television.

Its been 2 weeks we are without television and no one is able to watch anything. We bought new television to enjoy watching it but with your pathetic service, we are without television and god knows what you guys are doing.

Please refund us the money and spare us from your product.

Thanks

On Wed, 19 Mar, 2025, 10:42 am Pratik Shah, <pratikshah83@gmail.com>
wrote:

You guys are not resolving the issue nor are replying. Is this the kind of service you give?

On Tue, 18 Mar, 2025, 11:46 am Pratik Shah, <pratikshah83@gmail.com>
wrote:

Do you even care to respond? or bothered to resolve the issue?

i have not seen such pathetic service from a brand like toshiba.

if you cannot provide service stop selling the product and refund us our money.

Thanks

On Mon, 17 Mar, 2025, 1:57 pm Pratik Shah, <pratikshah83@gmail.com>
wrote:

If our replacement is not done in the next 48 hours, i will be putting a complaint in the consumer court regarding your product and service.

its been almost 8-10 days i am. not able to use a new product i purchased and you have no courtesy to resolve this issue as soon as possible.

On Sun, 16 Mar, 2025, 10:48 am Pratik Shah, <pratikshah83@gmail.com>
wrote:

I hope you understand the situation and amount of time its taking. We buy new television to watch and enjoy, but after buying your product we are unable to watch atall.

It would be faster if you refund me the money and i can order a new television.

Time taken is the biggest issue in your service response.

Thanks

On Sun, 16 Mar, 2025, 9:55 am 东芝电视印度, <tvindia@toshiba-visual.com> wrote:

Dear Mr. Shah,

Greetings from Toshiba.

We understand that you've concern regarding Toshiba TV. Kindly accept our sincere apology for inconvenience caused to you.

We would like to inform you that your complaint with complaint number 214554880 is in progress and our team is working on it, kindly allow us sometime to resolve your concern with our relevant team. Team will update you as soon as possible. We appreciate your patience and cooperation.

Feel free to reply to this mail, or call 1800 123 960 960 for any further assistance required.

Thank you for choosing Toshiba. Happy to help always!

Best Regards,
Preeti
Customer Service Department
Toshiba
1800 123 960 960

From: "Pratik Shah" <pratikshah83@gmail.com>

Sent Time: 2025-03-15 10:22:00 (Saturday)

To: "东芝电视印度" <tvindia@toshiba-visual.com>, "India Service Head" <in.servicehead@hisense.com>, "海信印度公司"

/HisenseIndiaPvt.Ltd." <india@hisense.com>, contact@toshiba-india.com

Cc:

Subject: Re: Service and Quality issue with a brand new Toshiba television

Hi,

This is follow up for the mail below. The technician visited and confirmed issue with the television display and have suggested for a replacement of the TV.

Its already few days but we have no follow up nor have a date when would our replacement TV arrive.

I am really very very disappointed with your service and product quality and would put reviews for the same on all social media platforms to save others from troubles by purchasing your product.

It looks like you hardly care about the customer service after sales.

Thanks

On Wed, 12 Mar, 2025, 11:40 am Pratik Shah, <pratikshah83@gmail.com> wrote:

Hi,

I purchased new Toshiba television m650mp from amazon just 20 days back and i am already facing trouble with the display.

I raised a complaint which was assured to be addressed in 24-48 hours. Its already over 48hrs and no one has even contacted us.

If this is the kind of product you make and service you have please take back your product and refund my money.

I will be more than happy to purchase a reliable company product.

Registered # 9969028110

Request 8072126558 - 100325 for Toshiba LED 65M550MP.

Really disappointed with a brand lile toshiba.

Thanks

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager.