

**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)**
4. **Amazon Seller Services Pvt. Ltd.** *(Party included for completeness, though they are cooperating)*

SYNOPSIS WITH LIST OF DATES AND EVENTS

The Complainant files this complaint under the Consumer Protection Act, 2019, seeking redressal against **Hisense India Pvt. Ltd.** and **Toshiba India Pvt. Ltd.** for providing a **defective Toshiba 65M550MP 4K Smart LED TV** and subsequently displaying **gross deficiency in service, unfair trade practices**, and **wilful negligence** in honouring the warranty.

Below is the detailed timeline of events:

| Date | Event |
|-------------------|---|
| 19 February 2025 | Complainant purchased a new Toshiba 65M550MP 4K Smart LED TV from Amazon (Order ID: 403-9686796-6977111). |
| 21 February 2025 | TV was delivered and installed . |
| On/around 6 March | Serious display issues appeared — flickering screen and blank display . |
| 10 March 2025 | Complaint lodged with Toshiba Customer Support; Complaint ID 214554880 registered. Assurance given for |

| Date | Event |
|-------------------------|--|
| | resolution within 48 hours . |
| 12 March 2025 | First follow-up email sent due to inaction; technician visit still pending. |
| Mid-March 2025 | Technician visited after multiple follow-ups, acknowledged display defect, took video, and said a replacement request would be raised. |
| Mid-Late March | Despite further follow-ups, Toshiba continued to respond with standard 48-hour resolution promises with no action taken . |
| Late March 2025 | Customer support line became unresponsive , with recorded messages indicating non-availability. |
| Late March 2025 | Amazon was contacted and tried to escalate the issue with Hisense/Toshiba , but no resolution was provided. |
| 31 March 2025 | Grievance filed with Consumer Forum |
| 7 April 2025 | Toshiba closed the complaint with the false conclusion that " no issue was found ", despite prior technician confirmation of a fault. |
| 8 April 2025 | Complainant immediately sent an email requesting to reopen the case . |
| 9 April 2025 | Another follow-up email sent to reopen the case. |
| 10 April 2025 | Call received from Akash (Hisense Customer Support) from number 0120-6938624 . – Conference call held with technician Imtiyas . – Acknowledged lapse in video documentation and promised technician visit next day. – Later same day, Akash called again confirming he has placed a request for replacement and no visit was required . Promised resolution next day. |
| 10–15 April 2025 | No follow-up or action taken by Hisense/Toshiba.– Akash's phone number became invalid . Technician Imtiyas also stopped responding. |

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| Date | Event |
|---------------|---|
| 14 April 2025 | Complainant sent another follow-up email seeking status. No response received. |
| 16 April 2025 | As of this date, the Complainant is still left with a non-functional television , no action, and no communication from the Opposite Parties. |

The Complainant has been subjected to **severe harassment, mental agony**, and **inconvenience**, especially as the defective product was meant to replace the old TV, which was already disposed of. The issue is further aggravated by the presence of **senior citizens** in the household who rely on the television as their primary source of entertainment.

The Opposite Parties have clearly exhibited **gross deficiency of service, unfair trade practices**, and a blatant disregard for their **warranty obligations** under Indian consumer protection laws.

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