**BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION, MUMBAI**

**Consumer Complaint No. \_\_\_\_ of 2025**

**IN THE MATTER OF:**  
Pratik Shah — Complainant

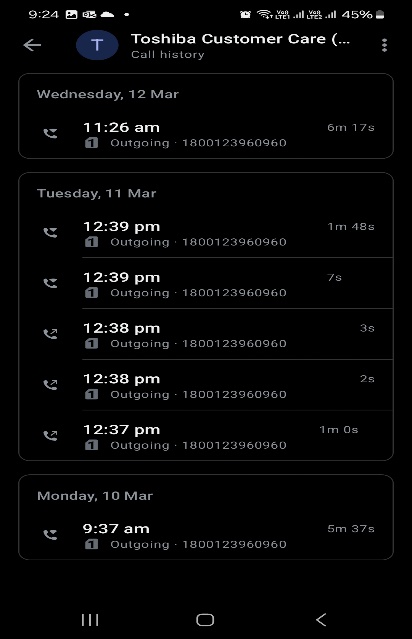
Versus  
**Opposite Parties:**

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

A reflection of a person in a television

AI-generated content may be incorrect.

**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

A screenshot of a phone

AI-generated content may be incorrect.A screenshot of a phone

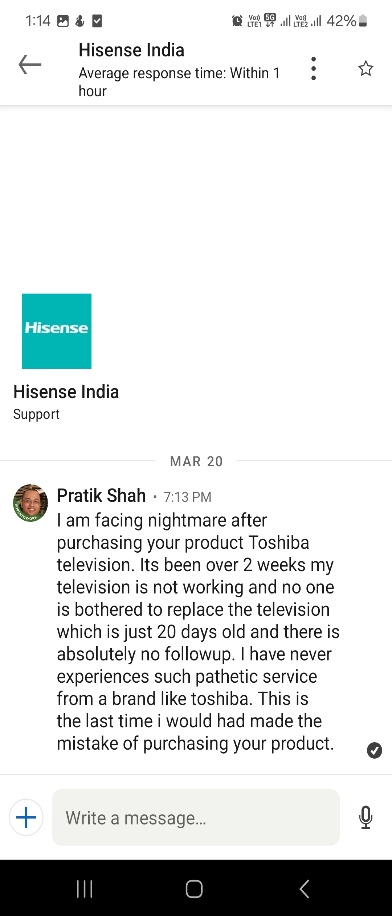
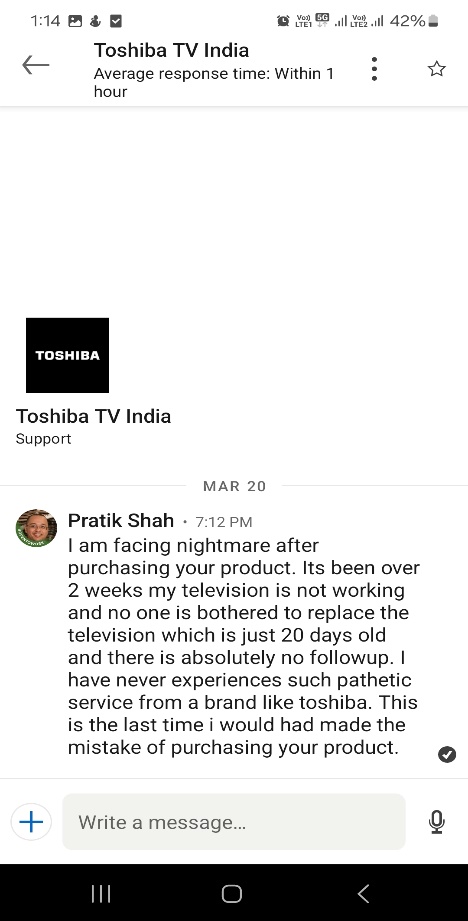
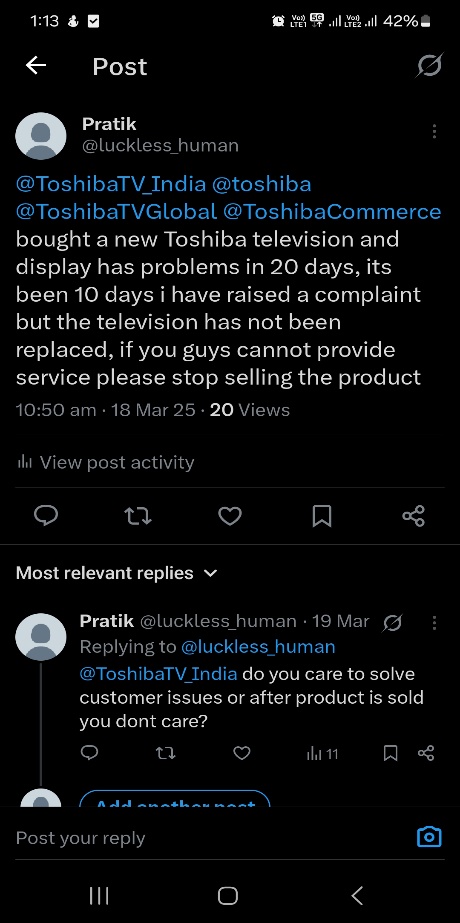
AI-generated content may be incorrect.

A screenshot of a phone

AI-generated content may be incorrect.A screenshot of a phone

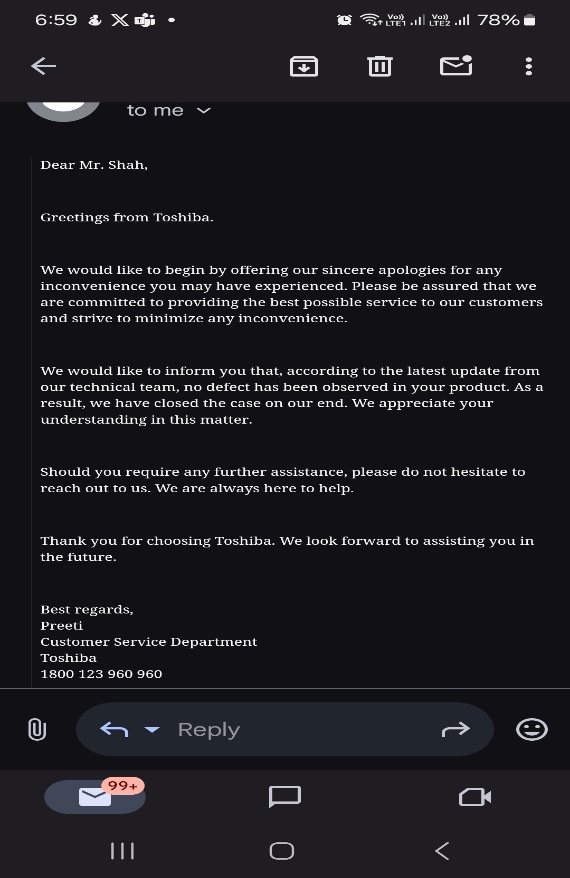
AI-generated content may be incorrect.

**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.

A black and white message

AI-generated content may be incorrect.r

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

A screenshot of a chat

AI-generated content may be incorrect.A screenshot of a phone

AI-generated content may be incorrect.A screenshot of a phone

AI-generated content may be incorrect.

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