**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:**

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AI-generated content may be incorrect.

| **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 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** | A close-up of a signature  AI-generated content may be incorrect.**No follow-up or action** taken by Hisense/Toshiba.– Akash's phone number became **invalid**. Technician **Imtiyas** also stopped responding. |
| **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.

