**SYNOPSIS WITH LIST OF DATES AND EVENTS**

| **Date** | **Event Description** |
| --- | --- |
| 19 Feb 2025 | Purchased Toshiba LED TV from Amazon (Order # 403-9686796-6977111) |
| 21 Feb 2025 | TV delivered and installed |
| 10 Mar 2025 | Display issue reported to Toshiba, Complaint # 214554880 |
| 12 Mar 2025 | Follow-up email sent, technician visited and confirmed defect |
| 15 Mar - Present | Multiple emails/calls made, no resolution provided |
| 10 Apr 2025 | Despite acknowledging display panel issue, service team closed the case claiming no defect |
| [Date of Complaint] | Complaint filed with Consumer Commission |