**APPLICATION (IA)**  
(Application for Urgent Hearing or Additional Relief if required)

**APPLICATION FOR URGENT HEARING**

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

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

**IN THE MATTER OF:**

[Your Name] (Complainant)  
Versus  
Hisense India Pvt. Ltd. & Others (Opposite Parties)

**APPLICATION FOR URGENT HEARING**

**MOST RESPECTFULLY SHOWETH:**

1. That the present complaint has been filed against the Opposite Parties due to the deficiency in service and unfair trade practices concerning a defective Toshiba LED Television purchased by the Complainant.
2. That despite repeated complaints and follow-ups, the Opposite Parties have failed to replace or repair the television, leaving the Complainant’s household, including senior citizens, without a functioning television for entertainment.
3. That the continued delay is causing undue hardship and mental agony to the Complainant and their family. The television was purchased specifically for watching the IPL tournament on a large screen, but the Complainant has been deprived of its use.
4. That there is an urgent need for early resolution as the delay in service is ongoing, and there is no response from the Opposite Parties regarding a timely resolution. The delay not only affects the Complainant but also reflects gross negligence in consumer service by the Opposite Parties.
5. That if the matter is not heard on priority, the purpose of filing this complaint will be defeated, and the Complainant will continue to suffer irreparable loss and inconvenience.
6. That in view of the urgency and irreparable loss, it is respectfully prayed that this Hon’ble Commission may kindly list this matter for urgent hearing at the earliest possible date and pass an interim order directing the Opposite Parties to provide immediate relief in terms of replacement or repair of the defective television.

**PRAYER**

In view of the aforementioned facts and circumstances, it is most respectfully prayed that this Hon’ble Commission may be pleased to:

a) List the matter for an urgent hearing at the earliest possible date.  
b) Pass an interim order directing the Opposite Parties to replace or repair the defective television immediately.  
c) Pass any other order that this Hon’ble Commission deems fit and proper in the interest of justice.

Place: Mumbai  
Date: [Date]

**[Your Name]**  
(Complainant)

**PROFORMA FOR FILING CONSUMER COMPLAINT**

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

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

**IN THE MATTER OF:**

Pratik Shah / Jigisha Shah  
Permanent Residential Address: G-28, 2nd Floor, Sarvodaya Nagar, 1st Panjarapole Road, C.P. Tank, Mumbai 400004  
Delivery and Service Address (In-laws' residence): 614 Indraprastha 1D, Jitendra Road, Opp Ashoka Hospital, Raheja Township, Malad East, Mumbai 400097  
Mobile: 9930203893 / 9969028110  
Email: [pratikshah83@gmail.com](mailto:pratikshah83@gmail.com)

**Complainants**

Versus

1. **Hisense India Pvt. Ltd.**  
   (Manufacturer and Service Provider of Toshiba Televisions; currently holds brand and service responsibility in India)  
   21st Floor, Windsor Grand, Plot No. 1C, Sector 126, Noida, Uttar Pradesh 201313  
   Phone: 1800 123 960 960  
   Email: [tvindia@toshiba-visual.com](mailto:tvindia@toshiba-visual.com) / [in.servicehead@hisense.com](mailto:in.servicehead@hisense.com) / [india@hisense.com](mailto:india@hisense.com)
2. **Toshiba India Pvt. Ltd.**  
   (Original Brand Owner – included to determine if liability persists under their licensing arrangement with Hisense)  
   Corporate Office: 5th Floor, Tower D, DLF Cyber Greens, DLF Cyber City, Gurgaon – 122002 Haryana, India  
   Phone: +91-124-499-6600  
   Email: [contact@toshiba-india.com](mailto:contact@toshiba-india.com)
3. **Toshiba Authorized Service Center (Reliance ResQ – Synergy Electronics)**  
   Shop No. 22 & 23, Building No. D-1, Satellite Garden, General Arun Kumar Vaidya Marg, Phase-II, Azad Nagar, Goregaon, Mumbai, Maharashtra 400063  
   Phone: 08080992233

**Opposite Parties**

**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 |

**MEMO OF PARTIES**

**Complainants:**  
Pratik Shah / Jigisha Shah  
Permanent Residential Address: G-28, 2nd Floor, Sarvodaya Nagar, 1st Panjarapole Road, C.P. Tank, Mumbai 400004  
Delivery and Service Address (In-laws' residence): 614 Indraprastha 1D, Jitendra Road, Opp Ashoka Hospital, Raheja Township, Malad East, Mumbai 400097  
Mobile: 9930203893 / 9969028110  
Email: [pratikshah83@gmail.com](mailto:pratikshah83@gmail.com)

**Opposite Parties:**

1. **Hisense India Pvt. Ltd.**  
   21st Floor, Windsor Grand, Plot No. 1C, Sector 126, Noida, Uttar Pradesh 201313  
   Phone: 1800 123 960 960  
   Email: [tvindia@toshiba-visual.com](mailto:tvindia@toshiba-visual.com) / [in.servicehead@hisense.com](mailto:in.servicehead@hisense.com) / [india@hisense.com](mailto:india@hisense.com)
2. **Toshiba India Pvt. Ltd.**  
   5th Floor, Tower D, DLF Cyber Greens, DLF Cyber City, Gurgaon – 122002 Haryana, India  
   Phone: +91-124-499-6600  
   Email: [contact@toshiba-india.com](mailto:contact@toshiba-india.com)  
   (Note: Added with caveat – to determine exact liability given transfer of brand and manufacturing responsibilities to Hisense India Pvt. Ltd.)
3. **Toshiba Authorized Service Center (Reliance ResQ – Synergy Electronics)**  
   Shop No. 22 & 23, Building No. D-1, Satellite Garden, General Arun Kumar Vaidya Marg, Phase-II, Azad Nagar, Goregaon, Mumbai, Maharashtra 400063  
   Phone: 08080992233

**CONSUMER COMPLAINT WITH NOTARISED AFFIDAVIT**

**Page 4**

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

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

**IN THE MATTER OF:**  
Pratik Shah / Jigisha Shah — Complainants  
Versus  
Hisense India Pvt. Ltd. & Others — Opposite Parties

**Consumer Complaint Under Section 35 of the Consumer Protection Act, 2019**

**MOST RESPECTFULLY SHOWETH:**

1. That the Complainants purchased a Toshiba LED Television, Model M650MP, via Amazon India on 19th February 2025 (Order # 403-9686796-6977111). The television was delivered and installed on 21st February 2025 at the service address located in Malad East, Mumbai.
2. That within 15 days of installation, the product started developing a severe display issue wherein the screen would flicker or go completely blank. The same was reported on 10th March 2025 to Toshiba support, registered under Complaint # 214554880. A technician visit was promised within 48 hours.
3. That there was no follow-up or technician visit for several days despite repeated calls. The Complainants also emailed Toshiba support at their official service addresses on 12th March 2025. Eventually, a technician visited and confirmed the fault. He recorded a video, acknowledging a display panel issue and recommended a replacement.
4. That since 12th March 2025, the Complainants have made numerous follow-up calls and emails, yet the issue remained unresolved. Even Amazon customer support attempted to reach the manufacturer and failed to get a response.
5. That despite repeated assurances, technician revisits, and clear acknowledgment of the problem, the Complaint was unjustly closed around 10th April 2025 by the service center with the false claim that there was no issue with the product. This was done without any resolution.
6. That the Complainants had purchased the television to enjoy the ongoing IPL cricket season and had given away a working older television. Due to the delay and negligence of the Opposite Parties, they were left without a functioning television for over a month, causing inconvenience, especially to the elderly in the household.
7. That the Complainants have attached all supporting documents, emails, screenshots, video proof, service calls, and records of communication to substantiate their claims (See Annexure Section).

**PRAYER**  
The Complainants respectfully pray that this Hon’ble Commission may be pleased to:

a) Direct the Opposite Parties to replace the defective television with a brand new, fully functional unit of the same model or equivalent. b) Award compensation of ₹50,000 for mental harassment, hardship, and loss of use. c) Award litigation expenses of ₹10,000. d) Direct the Opposite Parties to provide a formal written apology. e) Pass such further orders as this Hon’ble Commission deems fit in the interest of justice.

Complainants:  
Pratik Shah / Jigisha Shah  
Date: \_\_\_\_\_\_\_\_\_\_  
Place: Mumbai

**Page 5**

**AFFIDAVIT**

I, Pratik Shah, son of [Father’s Name], aged about \_\_ years, residing at G-28, 2nd Floor, Sarvodaya Nagar, 1st Panjarapole Road, C.P. Tank, Mumbai 400004, do hereby solemnly affirm and state on oath as under:

1. That I am the Complainant in the accompanying complaint and am fully conversant with the facts and circumstances of the case.
2. That the facts stated in the accompanying complaint are true and correct to my knowledge and belief and nothing material has been concealed therefrom.
3. That the documents annexed with the complaint are true copies of the originals.

Verified at Mumbai this \_\_\_ day of \_\_\_\_\_\_ 2025 that the contents of this affidavit are true to my knowledge.

Deponent: (Signature of Pratik Shah)

Identified and Attested by Notary Public  
(Signature and Stamp of Notary)

**CONSUMER COMPLAINT WITH NOTARISED AFFIDAVIT**

**Page 4**

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

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

**IN THE MATTER OF:**  
Pratik Shah / Jigisha Shah — Complainants  
Versus  
Hisense India Pvt. Ltd. & Others — Opposite Parties

**Consumer Complaint Under Section 35 of the Consumer Protection Act, 2019**

**Respected Sir/Madam,**

The Complainants respectfully submit the following consumer complaint under Section 35 of the Consumer Protection Act, 2019 against the Opposite Parties for deficiency in service, supply of a defective product, failure to provide redressal despite multiple follow-ups, and mental agony caused as a result of negligent and unfair trade practices.

**1. Facts of the Case**

1.1. The Complainants purchased a Toshiba 55-inch 4K LED TV (Model: 55C350MP) on **19 February 2025** through Amazon India, Order ID **403-9686796-6977111**. The product was sold under a standard **1-year manufacturer warranty**.

1.2. The product was delivered and installed on **21 February 2025**, and was in use by the Complainants' in-laws at their Malad (East) address.

1.3. Within just **17 days** of installation, a **display issue** appeared — horizontal black lines on the screen and loss of image integrity. A complaint was promptly registered with the Toshiba support team (managed by Hisense India Pvt. Ltd.) under **Complaint ID: 214554880** on **10 March 2025**.

1.4. A technician visited the site and acknowledged the **defect in the display panel**, stating it would require replacement. Despite this acknowledgment, no action was taken for weeks.

1.5. Between **10 March and 10 April 2025**, the Complainants made repeated follow-ups via email and customer care calls. Despite written and verbal assurances, **no replacement or repair** was carried out.

1.6. On **10 April 2025**, shockingly and without any resolution or reinspection, the service team **unilaterally closed the complaint**, falsely asserting “no defect found,” which is a direct contradiction of the technician's report.

1.7. The Complainants then sent multiple follow-up emails and requested the escalation of the matter, yet **no corrective steps or communication** was made by the Opposite Parties.

**2. Grounds of Complaint**

The Complainants submit that the Opposite Parties have engaged in:

* **Deficiency in Service**: Failure to repair or replace a defective product within a reasonable timeframe violates Section 2(11) of the Consumer Protection Act, 2019.
* **Unfair Trade Practice**: Closing a complaint without resolution and providing misleading statements constitute an unfair trade practice under Section 2(47).
* **Negligence**: Non-responsive behavior despite repeated complaints amounts to negligence.
* **Mental Harassment and Agony**: The repeated follow-ups, lack of resolution, and false closure of the complaint caused undue stress to senior citizens using the product.

**3. Legal Provisions Invoked**

This complaint is filed under **Section 35** of the **Consumer Protection Act, 2019**, seeking redressal for:

* Defective goods [Section 2(10)]
* Deficiency in service [Section 2(11)]
* Unfair trade practices [Section 2(47)]
* Compensation under Section 39(1)(d) and 39(1)(e)

**4. Reliefs Sought**

In light of the above facts and legal violations, the Complainants respectfully pray for the following reliefs:

a) **Replacement** of the defective Toshiba 55C350MP television with a **new and fully functional unit** OR a **full refund** of ₹36,999 (purchase price).  
b) **Compensation of ₹50,000** towards mental agony, harassment, and time spent in follow-ups.  
c) **Litigation cost of ₹5,000** for filing and documentation.  
d) Any other relief that this Hon’ble Commission deems fit and proper in the circumstances of the case.

**5. Jurisdiction and Limitation**

This Hon’ble Commission has **territorial jurisdiction** as the product was delivered and installed within Mumbai, and the cause of action arose in Mumbai. The complaint is within the limitation period as prescribed under the Consumer Protection Act, 2019.

**6. Prayer**

In view of the above, the Complainants humbly request this Hon’ble Commission to admit the complaint and grant the reliefs as prayed.

**Verification / Affidavit**

I, Pratik Shah, the Complainant herein, do hereby verify that the contents of the above complaint are true and correct to the best of our knowledge and belief. Nothing material has been concealed therefrom.

Date: [To be filled]  
Place: Mumbai

**Signature**  
(Pratik Shah)  
(Jigisha Shah)

1. **INDEX**
2. Proforma for Filing Consumer Complaint
3. Synopsis with List of Dates and Events
4. Memo of Parties
5. Consumer Complaint with Notarised Affidavit
6. Annexures / Documents
7. Application (IA)
8. Vakalatnama (Not applicable as Complainant is filing personally)

**PROFORMA FOR FILING CONSUMER COMPLAINT**

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

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

**IN THE MATTER OF:**

[Your Name] Jigisha Shah / Pratik Shah  
[Your Address] 614 indraprastha 1D, Jitendra Road, Opp Ashoka Hospital, Raheja township. Malad East , Mumbai 400097  
[Your Contact Number] 9930203893/ 9969028110  
[Your Email ID] pratikshah83@gmail.com

**Complainant**

Versus

1. **Hisense India Pvt. Ltd.**  
   (Manufacturer and Service Provider of Toshiba Televisions)

21st Floor, Windsor Grand, Plot No. 1C, Sector 126, Noida, Uttar Pradesh 201313

Level 1 (Call) : 1800 123 960 960

Level 2 (Email) : tvindia@toshiba-visual.com

Level 3 (Email) : in.servicehead@hisense.com

Queries (Email) : [india@hisense.com](mailto:india@hisense.com)

[Registered Office Address]  
[Contact Details]

1. **Toshiba India Pvt. Ltd.**  
   (Brand Owner and Responsible Entity for Toshiba Televisions in India)

Corporate Office:  
**Toshiba India Private Limited**  
5th Floor, Tower D, DLF Cyber Greens  
DLF Cyber City, Gurgaon – 122002 Haryana, India  
Phone : +91-124-499-6600  
For any queries or grievances email to [contact@toshiba-india.com](mailto:contact@toshiba-india.com)

[Registered Office Address]  
[Contact Details]

1. **Toshiba Authorized Service Center**

Reliance ResQ Service Center - Synergy Eelctronics

SATELLITE GARDEN, Synergy Eelctronics, Shop No. 22 & 23 Building No- D-1, General Arun Kumar Vaidya Marg, Phase- II, Azad Nagar, Goregaon, Mumbai, Maharashtra 400063

Phone: 08080992233

[Service Center’s Address]  
[Service Center’s Contact Number]

**Opposite Parties**

**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 |
| 07 Apr 2025 | Despite acknowledging display issue, case was closed stating no issue found |
| [Date of Complaint] | Complaint filed with Consumer Commission |
|  |  |

**MEMO OF PARTIES**

**Complainant:**  
[Your Name]  
[Your Address]  
[Your Contact Number]  
[Your Email ID]

Jigisha Shah / Pratik Shah  
[Your Address] 614 indraprastha 1D, Jitendra Road, Opp Ashoka Hospital, Raheja township. Malad East , Mumbai 400097  
[Your Contact Number] 9930203893/ 9969028110  
[Your Email ID] pratikshah83@gmail.com

**Opposite Parties:**

1. **Hisense India Pvt. Ltd.**  
   (Manufacturer and Service Provider of Toshiba Televisions)

21st Floor, Windsor Grand, Plot No. 1C, Sector 126, Noida, Uttar Pradesh 201313

Level 1 (Call) : 1800 123 960 960

Level 2 (Email) : tvindia@toshiba-visual.com

Level 3 (Email) : in.servicehead@hisense.com

Queries (Email) : [india@hisense.com](mailto:india@hisense.com)

[Registered Office Address]  
[Contact Details]

1. **Toshiba India Pvt. Ltd.**  
   (Brand Owner and Responsible Entity for Toshiba Televisions in India)

Corporate Office:  
**Toshiba India Private Limited**  
5th Floor, Tower D, DLF Cyber Greens  
DLF Cyber City, Gurgaon – 122002 Haryana, India  
Phone : +91-124-499-6600  
For any queries or grievances email to [contact@toshiba-india.com](mailto:contact@toshiba-india.com)

[Registered Office Address]  
[Contact Details]

1. **Toshiba Authorized Service Center**

Reliance ResQ Service Center - Synergy Eelctronics

SATELLITE GARDEN, Synergy Eelctronics, Shop No. 22 & 23 Building No- D-1, General Arun Kumar Vaidya Marg, Phase- II, Azad Nagar, Goregaon, Mumbai, Maharashtra 400063

Phone: 08080992233

[Service Center’s Address]  
[Service Center’s Contact Number]

**CONSUMER COMPLAINT WITH NOTARISED AFFIDAVIT**

**COMPLAINT UNDER THE CONSUMER PROTECTION ACT, 2019**

**MOST RESPECTFULLY SHOWETH:**

1. **That the Complainant purchased a new Toshiba LED Television, Model # M650MP, from Amazon (Order # 403-9686796-6977111) on 19 February 2025, which was delivered and installed on 21 February 2025. ( Invoice Attached)**
2. **That within 15 days of purchase, the Complainant noticed serious display issues, including flickering and, at times, a completely blank screen.(Video/ Photo Attached)**
3. **That the Complainant reported the issue to Toshiba Support on 10 March 2025 at 9:37 AM, and Complaint # 214554880 was registered with an assurance that the issue would be addressed within 48 hours. However, there was no follow-up or technician visit within the promised time. ( Phone call log and emails attached)**
4. **That due to the inaction, the Complainant had to repeatedly follow up with Toshiba Support via phone calls and emails (email sent on 12 March 2025). Finally, a technician visited, confirmed the issue, recorded a video as proof, and stated that a request for replacement would be raised as the display was found faulty. (Recoriding with Service center attached)**
5. **That despite multiple follow-ups via calls and emails, the Complainant was repeatedly given a standard response that the issue would be resolved within 48 hours. However, no action was taken. Subsequently, Toshiba’s customer care number also became non-operational most of the time, as confirmed by a recorded message (attached as evidence).**
6. **That Amazon, from whom the television was purchased, also attempted to contact Hisense India Pvt. Ltd. and Toshiba India Pvt. Ltd. for a resolution, but they too received no response. ( Email followup from customer to Amazon attached)**
7. **That as of today, nearly a month has passed, yet the Opposite Parties have neither replaced the defective television nor repaired it. The Complainant purchased the new television specifically to watch IPL on a larger screen and had already given away the old working television. Due to this unresolved issue, the household is left without a functioning television.**
8. **That the Complainant’s household includes senior citizens whose primary source of entertainment is television, and due to the Opposite Parties' inaction, they have been deprived of this facility, causing immense distress.**
9. **That despite multiple emails, complaints on Toshiba’s social media handles, and repeated technician visits (where videos were taken as per the company's request), no action has been taken, demonstrating gross deficiency in service and unfair trade practices.**
10. **That although the service team acknowledged on multiple occasions that there was a display panel issue, the case was abruptly closed after nearly a month with the misleading conclusion that 'no issue was found'. This deliberate misrepresentation further proves the Opposite Parties' intent to avoid their responsibilities and deny valid warranty claims.**

**RELIEF CLAIMED:**

In light of the above facts and circumstances, the Complainant prays for the following reliefs:

1. **Immediate replacement of the defective television with a new and functional unit of the same model or a full refund of Rs. 53,000( Rs 49,300 + Interest on no cost emi given as upfront discount which will be charged by the bank Rs 3300 + Processing Fee Rs 199 + GST)**
2. **Compensation of Rs. 4,00,000 for mental agony, harassment, and inconvenience caused due to the delay and deficiency in service.**
3. **Reimbursement of Rs. [Amount] towards any incidental costs incurred in following up on the complaint.**
4. **Any other relief deemed just and proper by this Hon’ble Commission.**

**PRAYER:**

In view of the facts mentioned above, the Complainant humbly requests this Hon’ble Commission to direct the Opposite Parties to fulfill the reliefs claimed above and pass such other orders as may be deemed just and necessary in the interest of justice.

Place: Mumbai  
Date: [Date]

**[Your Name]**  
(Complainant)

**ANNEXURES / DOCUMENTS**

1. Copy of Purchase Invoice
2. Copy of Warranty Card
3. Copies of Complaint Emails and Follow-ups
4. Copies of Consumer Forum Grievance Submissions
5. Screenshots of Social Media Complaints
6. Recording of Non-Operational Customer Care Message
7. Videos of the Display Issue as Recorded by Customer
8. Screenshots or Emails Showing Case Closure Despite Acknowledged Display Fault
9. Any Other Supporting Documents

Sure, here is the updated complaint with the **Grounds of Complaint**, **Legal Provisions**, and **Jurisdiction** added:

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

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

**IN THE MATTER OF:**  
Pratik Shah / Jigisha Shah — Complainants

Permanent Residential Address: G-28, 2nd Floor, Sarvodaya Nagar, 1st Panjarapole Road, C.P. Tank, Mumbai 400004  
Delivery and Service Address (In-laws' residence): 614 Indraprastha 1D, Jitendra Road, Opp Ashoka Hospital, Raheja Township, Malad East, Mumbai 400097  
Mobile: 9930203893 / 9969028110  
Email: [pratikshah83@gmail.com](mailto:pratikshah83@gmail.com)

Versus  
**Opposite Parties:**

1. **Hisense India Pvt. Ltd.**  
   21st Floor, Windsor Grand, Plot No. 1C, Sector 126, Noida, Uttar Pradesh 201313  
   Phone: 1800 123 960 960  
   Email: [tvindia@toshiba-visual.com](mailto:tvindia@toshiba-visual.com) / [in.servicehead@hisense.com](mailto:in.servicehead@hisense.com) / [india@hisense.com](mailto:india@hisense.com)
2. **Toshiba India Pvt. Ltd.**  
   5th Floor, Tower D, DLF Cyber Greens, DLF Cyber City, Gurgaon – 122002 Haryana, India  
   Phone: +91-124-499-6600  
   Email: [contact@toshiba-india.com](mailto:contact@toshiba-india.com)  
   (Note: Added with caveat – to determine exact liability given transfer of brand and manufacturing responsibilities to Hisense India Pvt. Ltd.)
3. **Toshiba Authorized Service Center (Reliance ResQ – Synergy Electronics)**  
   Shop No. 22 & 23, Building No. D-1, Satellite Garden, General Arun Kumar Vaidya Marg, Phase-II, Azad Nagar, Goregaon, Mumbai, Maharashtra 400063  
   Phone: 08080992233

**MOST RESPECTFULLY SHOWETH:**

1. **That the Complainant purchased a new Toshiba LED Television**, Model # M650MP, from Amazon (Order # 403-9686796-6977111) on **19 February 2025**, which was delivered and installed on **21 February 2025**. (Invoice Attached)
2. **That within 15 days of purchase**, the Complainant noticed serious display issues, including **flickering** and, at times, a completely **blank screen**. (Photo Attached, Video can be provided on request)
3. **That the Complainant reported the issue to Toshiba Support** on **10 March 2025 at 9:37 AM**, and **Complaint # 214554880** was registered with an assurance that the issue would be addressed within 48 hours. However, there was no follow-up or technician visit within the promised time. (Phone call log and emails attached)
4. **That due to the inaction**, the Complainant had to repeatedly follow up with Toshiba Support via phone calls and emails (email sent on **12 March 2025**). Finally, a technician visited, confirmed the issue, recorded a video as proof, and stated that a request for replacement would be raised as the display was found faulty. (Recording with Service Center can be provided on request)
5. **That despite multiple follow-ups** via calls and emails, the Complainant was repeatedly given a standard response that the issue would be resolved within 48 hours. However, **no action was taken**. Subsequently, Toshiba’s customer care number also became **non-operational** most of the time, as confirmed by a recorded message (can be provided on request).
6. **That Amazon, from whom the television was purchased**, also attempted to contact **Hisense India Pvt. Ltd.** and **Toshiba India Pvt. Ltd.** for a resolution, but they too received **no response**. (Email follow-up from customer to Amazon attached)
7. **That as of today**, nearly **a month has passed**, yet the Opposite Parties have neither replaced the defective television nor repaired it. The Complainant purchased the new television specifically to watch IPL on a larger screen and had already given away the old working television. Due to this unresolved issue, the household is left without a functioning television.
8. **That the Complainant’s household includes senior citizens** whose primary source of entertainment is television, and due to the Opposite Parties' inaction, they have been deprived of this facility, causing immense distress.
9. **That despite multiple emails, complaints on Toshiba’s social media handles**, and repeated technician visits (where videos were taken as per the company's request), **no action has been taken**, demonstrating **gross deficiency in service** and **unfair trade practices**.
10. **That although the service team acknowledged on multiple occasions** that there was a **display panel issue**, the case was abruptly closed after nearly a month with the misleading conclusion that **'no issue was found'**. This deliberate misrepresentation further proves the Opposite Parties' intent to avoid their responsibilities and deny valid warranty claims.

**GROUNDS OF COMPLAINT:**

1. **Deficiency in Service:** The Opposite Parties failed to provide the necessary repair or replacement for the defective television, leading to a prolonged period of inconvenience and frustration for the Complainant.
2. **Unfair Trade Practices:** The actions of the Opposite Parties in acknowledging the issue and then closing the case without any resolution amount to unfair trade practices as per Section 2(1)(r) of the Consumer Protection Act, 2019.
3. **Breach of Warranty:** The television was under warranty, and the defective nature of the display panel was clearly acknowledged, but the Opposite Parties did not honor the warranty terms by replacing the television or repairing it.
4. **Mental Agony and Distress:** The inaction and lack of resolution caused significant mental anguish, particularly given the Complainant’s reliance on the television as a primary source of entertainment, especially for senior citizens in the household.
5. **Delay in Service and Misrepresentation:** Despite the Opposite Parties acknowledging the fault in the television, the matter was closed under the misleading conclusion of “no issue found,” indicating an attempt to avoid responsibility.

**LEGAL PROVISIONS:**

1. **Section 2(1)(r) of the Consumer Protection Act, 2019** – Deficiency in service: The Opposite Parties’ failure to repair or replace the defective television despite acknowledgment of the issue constitutes deficiency in service.
2. **Section 2(1)(o) of the Consumer Protection Act, 2019** – Unfair trade practices: The Opposite Parties have been found guilty of unfair trade practices by failing to address the issues promptly and in a manner that meets the standards of quality and service expected from a consumer product manufacturer and service provider.
3. **Section 35 of the Consumer Protection Act, 2019** – Remedy for defective goods: The Complainant is entitled to a remedy under this section for the defective television under warranty and the failure of the Opposite Parties to resolve the issue within a reasonable time frame.
4. **Section 24A of the Consumer Protection Act, 2019** – Jurisdiction: The complaint can be filed in the jurisdiction where the defective product was purchased or where the service issue occurred, in this case, Mumbai.

**JURISDICTION:**

1. **That the Complainant resides in Mumbai**, and the product was delivered and installed in the jurisdiction of Mumbai, which gives this Hon’ble Commission jurisdiction to adjudicate this matter under Section 24A of the Consumer Protection Act, 2019.
2. **That the Opposite Parties conduct business and provide services in Mumbai**, including the Toshiba Authorized Service Center located in Goregaon, Mumbai, further affirming the jurisdiction of this Hon’ble Commission.

**RELIEF CLAIMED:**

In light of the above facts and circumstances, the Complainant prays for the following reliefs:

1. **Immediate replacement of the defective television** with a new and functional unit of the same model or a **full refund of Rs. 53,000** (Rs. 49,300 + Interest on no-cost EMI given as upfront discount which will be charged by the bank Rs. 3,300 + Processing Fee Rs. 199 + GST).
2. **Compensation of Rs. 4,00,000** for **mental agony, harassment, and inconvenience** caused due to the delay and deficiency in service.
3. **Reimbursement of Rs. [Amount]** towards any **incidental costs** incurred in following up on the complaint.
4. Any other relief deemed **just and proper** by this Hon’ble Commission.

Annexure 1 – Amazon Purchase invoice

Annexure 2 – Warranty

Annexure 3 – Email sent to Toshiba/Hisense Customer service

Annexure 4 – Email sent to amazon

Annexure 5 – Screenshots of call logs , social media complaint

Annexure 6 – Grievance with the consumer forum