

Notice to Service Provider / Seller — Pre-Complaint

Date: [DD MONTH YYYY]

BY E-MAIL AND ALSO BY SPEED POST

To,
The Customer Care / Grievance Officer
[NAME OF SELLER / SERVICE PROVIDER]
[REGISTERED OFFICE ADDRESS]

Subject: Notice of deficiency in service / defective goods — Order / Booking No. [REFERENCE]

Sir / Madam,

1. I, [NAME], availed [GOODS / SERVICE] from your company on [DATE] vide Order / Booking No. [REFERENCE], for which I paid Rs. [AMOUNT].
2. [STATE THE DEFICIENCY — defective product on receipt / service not as promised / misrepresentation / refusal of refund / repeated delays. Include dates and reference numbers for all communications.]
3. I have made the following attempts to resolve the issue with your customer service:
 - (i) [DATE] — [METHOD: call / e-mail / chat] — Reference: [TICKET NUMBER];
 - (ii) [DATE] — [METHOD] — Reference: [TICKET NUMBER];
 - (iii) [DATE] — [METHOD] — Reference: [TICKET NUMBER].
4. The above conduct constitutes a “deficiency in service” / “unfair trade practice” under the Consumer Protection Act, 2019.
5. By this notice, you are called upon to:
 - (a) [Refund Rs. [AMOUNT] / Replace the product / Complete the service]
 - (b) within [15 / 30] days of receipt of this notice;
 - (c) failing which I will be constrained to file a complaint before the appropriate Consumer Disputes Redressal Commission claiming refund, damages and costs.
6. A copy of this notice is being kept on record.

Yours faithfully,

[SIGNATURE]

[NAME]

[ADDRESS]

Mobile: [PHONE]

E-mail: [EMAIL]

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