

ADVOCATE'S LETTERHEAD

Adv. [Full Name] | Enrolment No.: [Bar Council No.] | [Office Address] | [Phone] | [Email]

Date: [DD/MM/YYYY]

To,
[Company Name]
[Registered Office / Corporate Address with PIN Code]
Through its [Grievance Officer / Managing Director]

Subject: Legal Notice under the Consumer Protection Act, 2019 — [Defective Product / Deficiency in Service] — Order / Invoice No. [Number]

Sir/Madam,

Under instructions from and on behalf of my client, [Consumer Full Name], residing at [Address], I hereby serve upon you the following legal notice:

- FACTS:** That my client purchased [Product / Service] from you on [Date] vide Order / Invoice No. [Number] for a consideration of ₹[Amount].
- That the said [product / service] was found to be [defective / not as described / not delivered / delivered damaged]. Specifically: [describe the defect or deficiency precisely].
- That my client raised a complaint with your customer care on [Date] vide Complaint / Ticket No. [Number], which has not been resolved till date.
- LEGAL BASIS:** That the aforesaid acts constitute a defect in goods and / or deficiency in service within the meaning of the Consumer Protection Act, 2019, and render you liable to compensate my client.
- DEMAND:** You are hereby called upon, within 30 (thirty) days of receipt of this notice, to:
(a) [refund ₹[Amount] / replace the product / rectify the deficiency]; and (b) pay compensation of ₹[Amount] for the loss, inconvenience and mental agony caused.
- CONSEQUENCE:** Failure to comply will compel my client to file a complaint before the District Consumer Disputes Redressal Commission under the Consumer Protection Act, 2019, at your risk and cost, without further notice.

A copy of this notice has been retained in my office for record and further action.

Yours faithfully,

[Advocate's Signature]
[Advocate's Name & Seal]
Counsel for [Client Full Name]

Enclosures:

- Copy of invoice / order confirmation

2. Photos of the defect / proof of deficiency

3. Complaint / ticket correspondence

Free sample format from vakiltech.in — a template for guidance, not legal advice. Get it drafted and sent by an advocate from ₹1,499.