

Dated: 09-03-2011

The Managing Director
Hewlett-Packard India Sales Pvt.Ltd
24, Salarpuria Arena
Adugodi
Hosur Road
Bangalore - 560 030

SUB: NOTICE BEFORE FILING CONSUMER COMPLAINT

Dear Sir/Ma'am,

I am a HP customer and own a HP photosmart C6388 (product id MY9349D01D). I purchased this printer at Arun Computers, Hyderabad on August 14, 2009 and I am attaching a scanned copy of the bill with this notice.

I have been facing problem of high consumption ink. For just printing about 100 pages (these are not even photo prints), all the cartridges go empty. The cost of each set of cartridges is about Rs.2500-Rs.3000. Which means my cost per ordinary page is Rs.25-Rs.30. A google for "HP low ink usage" further shows other customers owning photosmart C6380 facing a similar problem.

Here I am summarizing my efforts to get this issue resolved:

- * I initially raised a complaint and the service person came down and said that he will give a new set of cartridges to see if the problem still exists. But the problem existed
- * I raised a complaint the second time. This time the service person came down and replaced the assembler. But the problem still existed
- * I raised a complaint for the third time. This time the service person came and ordered for a replacement printer. Unfortunately even with the new replacement unit the problem still existed.
- * I sent a mail to esc.helpdesk@hp.com and Nailini Anand responded. She asked me to change a few settings in the printer. I did so but the problem was not resolved.
- * Later I sent many mails to esc.helpdesk@hp.com and also called up HP customer care many times. But either nobody would respond or if someone responded they wouldn't get back later (refer to the addendum). The service person, Raju and the ARC employee, Abhishek at the Hyderabad HP service center (Maha Electronics) are aware of this problem and have acknowledged that this model has been causing problem to other customers as well.

And here are a summary of the call and mail logs.

May 19, 2010 - Raised a new service ticket 8038823475

May 20, 2010 - Follow up with HP customer care via Phone

Jun 14, 2010 - Follow up with HP customer care via Phone

Aug 4, 2010 - Raised another new ticket 8041281812 reg. the same issue

Sep 18, 2010 - Mail to esc.helpdesk@hp.com. Nalini Anand responded initially but didn't respond later.

Nov 12 2010 - Spoke to Technical Supervisor, Deepak.

Nov 12 2010 - Sent another mail to esc.helpdesk@hp.com as suggested by Deepak. Sania Tanuja responded initially but didn't respond later.

Feb 17 2011 - Spoke to Senior Support Person, Luv Sharma. Promised would get back but no response so far.

Though the product is currently out of warranty, this issue was raised when it was well within warranty and I have regularly reminded HP support about the issue (see above). Having no other option left and because of the lack of response from HP, I have decided to file a complaint with the Consumer Court. This letter is intended to serve HP a notice that I will be filing a consumer complaint against HP unless:

1. HP refunds me the full amount of the product (Rs.12500/-) with interest (Rs.2250/-) = Rs.14750/-

[OR]

2. HP replaces this printer with a model which is economical in printing (such as K209) + 6 months warranty + refund of the remaining amount or equivalent sets of cartridges (if the new printer is considerably cheaper than C6388)

I expect the issue to be resolved within 21 working days failing which I shall go ahead with filing the complaint. The expenses for the consumer complaint will be at the cost of HP and I will seek compensation for the mental agony caused to me due to this deficiency in services.

Yours truly,

Rahul Amaram,

<Full Address And Phone Number>