

Faulty product supplied

From: P. Srinivasan (praka17@yahoo.com)

To: customerservice@ifbglobal.com

Date: Friday, 15 November, 2019, 01:50 am IST

Dear IFB customer care team,

Recently I purchased an IFB convection oven -20CS2 model through Amazon. Date of purchase 30/07/2019.

It worked fine for 2 months. But since the last 3 weeks, some functions are not working. So I registered a service complaint, 2 weeks back. The service engineer visited 2 times and replaced the touch panel on his second visit and said everything is ok.

But after one day again the oven stopped working. Now only one function "Express cooking" is working. All other functions are disabled. We have made several requests to the customer service through phone. But the service is still pending since the last one week. We are unable to use the oven since the last 3 weeks.

I have registered online complaint through "Get in touch" option, but not received any service ticket number for tracking.

This appears to be a problem with the "internal program logic" circuit and a faulty product that you have supplied. Now the oven is not functional. I request you to replace this faulty product. It is now under warranty period. Date of purchase 30/07/2019

I again request you to replace this faulty product at the earliest.

Best regards and Thanks

Srinivasan

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