

Consumer Dispute — Preliminary Checklist

A practical checklist for organising documents and facts in a consumer dispute.

Important: This checklist is for general legal information only. It is not a substitute for advice on the facts of a particular matter. Applicable law and requirements may change.

1. Identify the issue

- Product defect, deficiency in service or other consumer grievance
- Date of purchase/service
- What remedy or resolution is sought

2. Collect documents

- Invoice/bill/order record
- Warranty/service records
- Emails, messages and complaint correspondence
- Photographs or other relevant evidence

3. Complaint history

- Record complaints made to the seller/service provider
- Keep replies and refusal/non-response records
- Maintain a chronology of events

4. Legal review

- Check the applicable consumer-law framework
- Review limitation and jurisdiction issues
- Assess available remedies based on the facts

Prepared as an informational resource for Vashistha Associates. Verify the current statutory position and applicable rules before relying on any checklist.