

IN THE COURT OF CONSUMER DISPUTES REDRESSAL COMMISSION
AIZAWL DISTRICT: AIZAWL.

JUDGEMENT ORDER
CC No. 92 of 2025.

Lalrammawia
Chhing veng Aizawl
Phone 9612753218

.....

Complainant

Vrs

Never Owned
Moni's La Famillia, Aizawl.
Phone 9862355631.

.....

Opposite Party

Date of hearing
Date of judgment

-

26/11/2025
13/01/2026



PRESENT

1. E.Lalmuanthangi - Member
2. Zomuana - Member

This complaint has been submitted by Lalrammawia of Chhing Veng. He stated that he purchased a Toshiba refrigerator from the opposite party, Never Owned (Moni's La Familia). Model Veng, on Dt 19 June 2025. After using the refrigerator for only two months, it became malfunctional and failed to cool properly. He lodged a complaint under the warranty, during which he noticed several issues, detailed as follows:

Defective Product Purchased: Although the refrigerator carries a one-year warranty on its parts, it developed defects within just two months of purchase. This clearly indicates that the product may have manufacturing defects.

Misleading Advertisement: The refrigerator displays the claim "Stabilizer-free operation, 115V-280V protection against fluctuation." However, according to the mechanic who inspected the unit, this feature is only for advertisement and is not effective in actual use. The mechanic further stated that the refrigerator became defective because it was not used with a stabilizer.

Taking Advantage of the Defective Product: The mechanic confirmed that the household power supply is 243V, and claimed that the refrigerator can only tolerate up to 240V, despite the front sticker clearly stating a capacity of up to 280V. He again mentioned that the higher voltage tolerance is only for company advertisement.

The mechanic also told the complainant that he would bring a stabilizer on his next visit but could not confirm whether it would be free or chargeable. Later, the complainant confirmed from the office that a stabilizer would have to be purchased. Therefore, the complainant rejects the claim that the product was damaged due to power supply fluctuation and finds it unacceptable that they are pressuring him to buy a stabilizer.

Deficiency in Service/Improper Customer Handling: The complainant's issue was not properly addressed. Although he lodged the complaint in August, it remained unresolved until 16th October. The opposite party claimed that a replacement part had been ordered on 19th September, but this was also found to be untrue. Due to the prolonged delay, the complainant attempted to

contact the service manager and repeatedly requested the manager's phone number from the staff through calls and WhatsApp/text messages, but the number was not provided.

Difficulties in Daily Life: The complainant has an 8-month-old baby whose food requires refrigeration. Due to the defective refrigerator, the family had to keep the baby's food at a relative's house in Ramthar Veng, which is far from their residence. This caused significant inconvenience and affected their ability to feed the baby on time.

Because of all these issues, the complainant is extremely dissatisfied and demands a full refund of the purchase price of the refrigerator.

The opposite party Never Owned, Moni's La Familia submitted their written statement stating that they are a mere distributor of the product, and therefore the complaint must be made against the Midea, Toshiba Company. Complainant submitted statement that the mechanic told him that this sticker is just for the company advertisement is a blatant lie fabricated by him, and also submitted that separate stabilizer is advisable not mandatory that is why the opposite party trying to coerce him into buying a stabilizer is false and strongly objected. The reason mechanic were called by the complainant was due to drainage clog and not due to any faulty spare.

The Opposite Party further stated that the complainant did not intimate them about the damage to the circuit board at the initial stage and only made a complaint shortly prior to 19th September. On inspection, the mechanic of the Opposite Party assessed the damage to the product and found that the required spare part was not readily available at NeverOwned, Aizawl. Thereafter, an order for the spare part was placed with Midea-Toshiba Company, and the same was dispatched on 10th October and received at Aizawl on 15th October. However, the complainant refused to accept replacement of the spare part and instead informed the Opposite Party of his intention to file a complaint before the Hon'ble Commission.

The Opposite Party further submitted that replacement of the entire product is considered only after it is assessed that replacement of parts is not possible. It was also asserted that the matter does not fall under the direct responsibility of the Opposite Party but is the liability of Midea-Toshiba Company. Hence, the Opposite Party humbly prayed that the complaint be dismissed.

Both parties were heard at length on Dt 26/11/2025. Upon careful examination of the records and submissions, the Commission is of the considered view that the complainant's demand for a full refund of the product is not justifiable. The contention of the Opposite Party that the replacement policy is solely the concern of Midea-Toshiba Company is also not acceptable.

The Commission further finds that the customer care services provided by the Opposite Party were poor and unprofessional, and that the complaint registration, follow-up, and handling process were not conducted in a proper and satisfactory manner.

Accordingly, this Commission hereby directs the Opposite Party, Never Owned (Moni's La Familia), to repair the product free of cost and complete the repair within a period of 30 (thirty) days from the date of issuance of this order. The complainant is also directed to extend full cooperation for completion of the repair.

The case is hereby disposed.


(E. LALMUANTHANGI)
Member

District Consumer Disputes Redressal Commission
Aizawl District, Aizawl.


(ZOMUANA)
Member.

Memo CC No. 92 of 2025
Copy to:

Dated Aizawl, the 13th January, 2026

1. President, State Consumer Commission, Aizawl Mizoram, for information.
2. Secretary, Food, Civil Supplies & Consumer Affairs. Govt. of Mizoram, Aizawl, for information.
3. Director, Food, Civil Supplies & Consumer Affairs, Govt of Mizoram, Aizawl, for information.
4. Lalrammawia Chhing veng Aizawl Phone 9612753218 for information.
5. Never owned, Moni's La Famillia, Aizawl Phone 9862355631 for compliance.



Lalrinawmi
(LALRINAWMI)
Peshkar to President,
District Consumer Disputes Redressal Commission,
Aizawl District: Mizoram.