

Fwd: Complaint Regarding Defective Foot Massager Without BIS Mark

DC DDG Certification <scgc@bis.gov.in>
 Mon, 11 Nov 2024 11:15:59 AM +0530 •
 To "CMED BIS" <complaints@bis.gov.in>
 Cc "Head CMED" <headcmed@bis.gov.in>

Sent by krishankumar@bis.gov.in

☺ ☐☐ **5 Attachment(s)** • [Download as Zip](#) • [Add To](#) >



Lifelong LLM747 Leg, Foot a... .pdf
101.4 KB • 🔗



Product image2.jpeg
312.4 KB • 🔗



Product image1.jpeg
206.7 KB • 🔗



Screenshot01.jpg
260 KB • 🔗



Product image3.jpeg
281 KB • 🔗

==== Forwarded message =====
 From: Reetika Bisht <reetikabisht17@gmail.com>
 To: <complaints@bis.gov.in>, <info@bis.gov.in>, <mscd@bis.gov.in>
 Cc: <gscocro@bis.gov.in>, <scgc@bis.gov.in>, <registration@bis.gov.in>, <litd@bis.gov.in>, <eetd@bis.gov.in>
 Date: Sat, 09 Nov 2024 13:07:50 +0530
 Subject: Complaint Regarding Defective Foot Massager Without BIS Mark
 ===== Forwarded message =====



Hi Dear Sir/Madam,

I am writing to formally lodge a complaint regarding a foot massager that I recently purchased from the Flipkart platform from the brand Lifelong, which is not only lacking the mandatory BIS (Bureau of

Indian Standards) mark but is also defective in its functionality. The absence of this BIS mark raises significant concerns about the product's compliance with safety and quality standards set for consumer goods in India.

In addition to the lack of the BIS mark, I have serious doubts regarding the product's adherence to the required safety norms and licensing regulations. The foot massager appears to have been manufactured without proper certifications, and I have noticed several operational issues indicating that it does not meet the required standards for electrical appliances.

It is concerning that LifeLong is associated with poor-quality products while being prominently featured in search results for foot massagers on Flipkart. This not only misleads customers but also raises questions about quality control on Flipkart's part, as it appears they did not verify the product's condition before sale. It has not been subjected to the safety checks and regulations required by Indian standards. Given that the product does not meet the prescribed safety norms, I am concerned not only about its safety during use but also its overall quality, durability, and potential health hazards.

I have attached a copy of the invoice and images of the product for your reference.

Considering the significance of consumer safety and well-being, I request that the relevant authorities take immediate action to investigate this issue and ensure that products in the market adhere to national safety standards and legal requirements. Additionally, I request that the refund process be initiated at the earliest.

Thank you for your prompt attention to this matter. I look forward to your response and resolution.

Sincerely,
Reetika Bisht
Ph. 9540062253
Invoice Number # FAF08F2500453869
