



Darshana Abeysiri <darshanaab22@gmail.com>

CAA/GAM/INQ/051/2025

Christine Mendis <christinem@abansgroup.com>

To: "gamp.caa@gmail.com" <gamp.caa@gmail.com>

Cc: "darshanaab22@gmail.com" <darshanaab22@gmail.com>, Sha Bulathsinhala <sha@abansgroup.com>, Abans Nittambuwa <ab_ntb@abansgroup.com>, Nawamini Fernando <dasunn@abansgroup.com>

Dear CAA Team,

1. Apple units can be sold only at Abans Outlets in Colombo City Center & One Galle Face only.

<https://locate.apple.com/lk/en/sales?pt=all&lat=6.9151861&lon=79.8632569&address=Colombo>

The above site lists only the **exclusive Apple showrooms** in Sri Lanka that offer the full range of Apple products and are managed by Apple. These outlets. Other Abans outlets selling Apple products are **multi-branded showrooms**, which are not shown on the Apple site. Similarly, distributors such as **Genext**. For your reference, please find attached the official **Apple authorization letter** certifying that **Abans is an Authorized Reseller**.

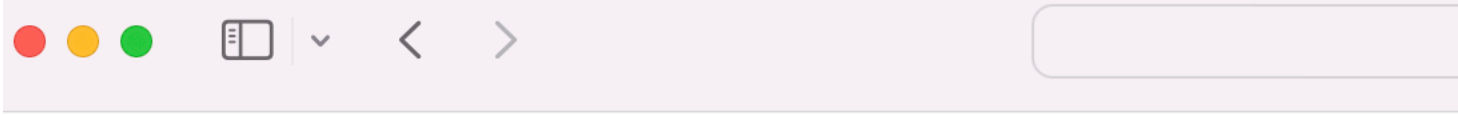
2. iPhone 13 production has been stopped for commercial product from Oct 2024.

The iPhone 13 was a **re-launch model** by Apple. Each year when new models are introduced, Apple typically re-launches the previous three models as per

- NPI (current year): iPhone 16
- NPI -1: iPhone 15
- NPI -2: iPhone 14
- NPI -3: iPhone 13

This strategy mainly targets **price-sensitive Asian markets**, where affordability plays a key role.

The iPhone 13 (NPI -3) sold in Sri Lanka is **TRC-approved for every IMEI**, imported under the necessary **import control licenses**, and comes with **official**



2 sales locations near **Colombo.**

- 1

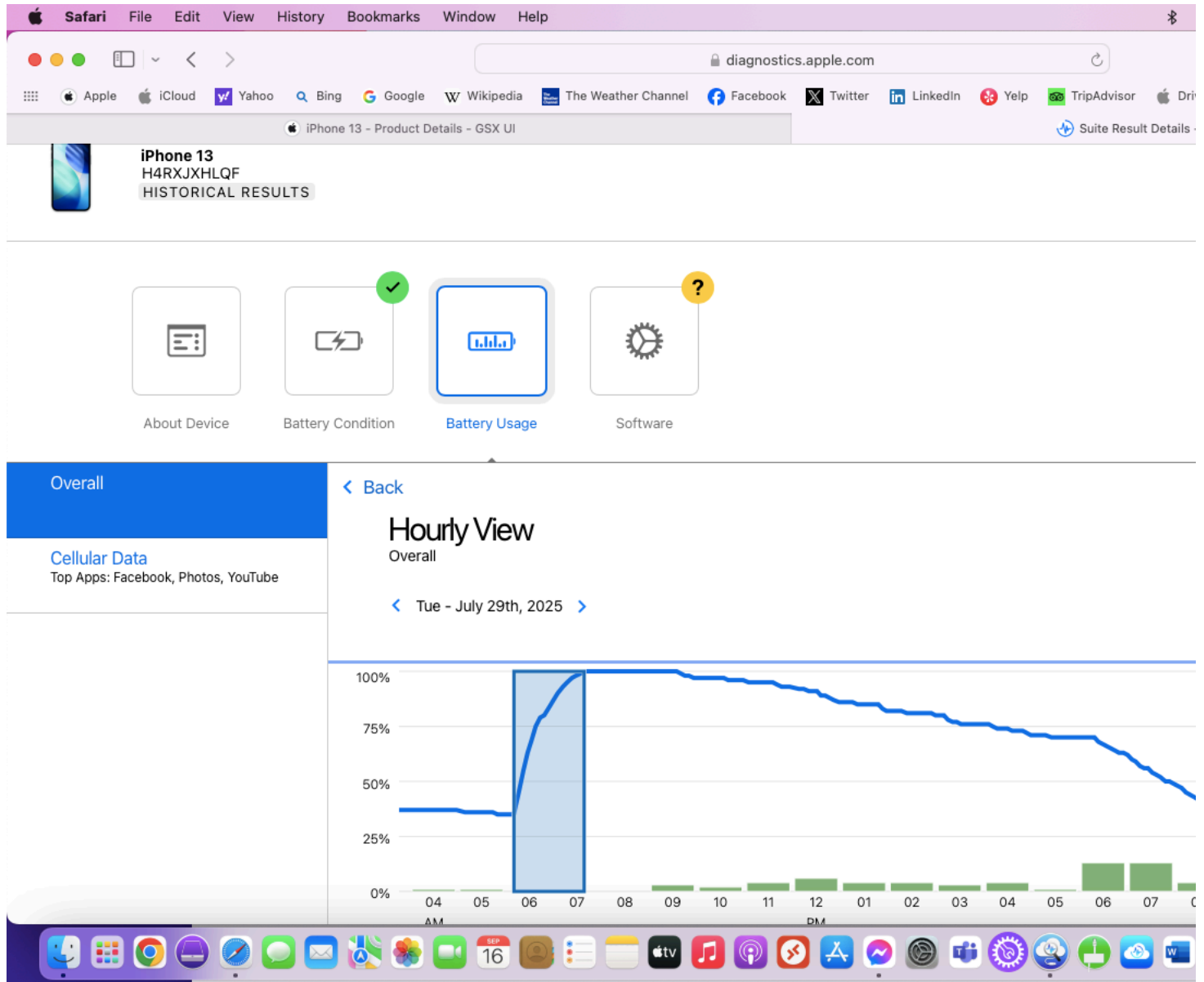
ABANS @ COLOMBO CITY CENTRE
137 SIR JAMES PIERIS MAWATHA, RT
00.01.00, COLOMBO CITY CENTRE MALL
COLOMBO, SRI LANKA REGION, 00200
iPhone Mac iPad Apple TV iPod

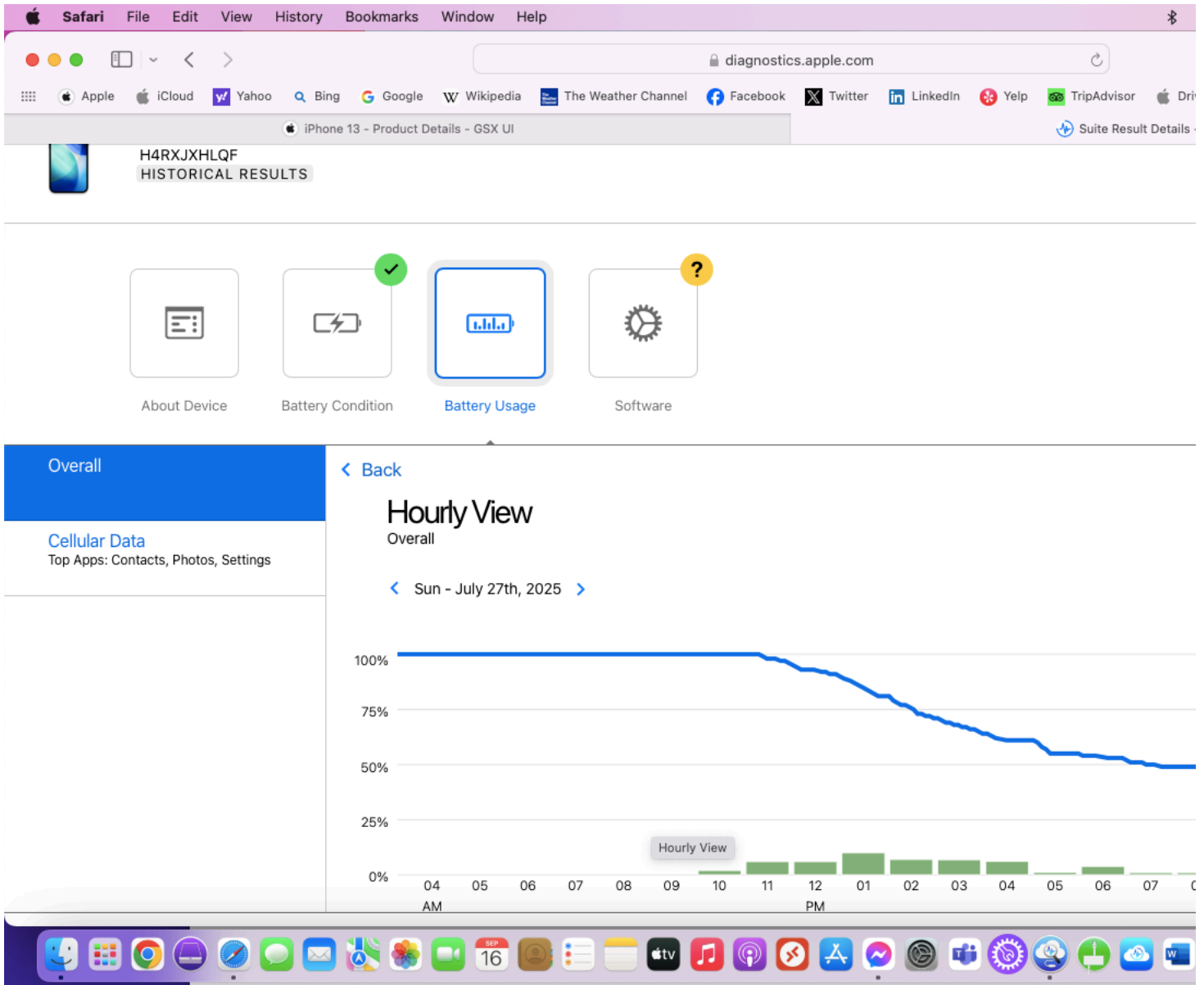
1.0 km
- 2

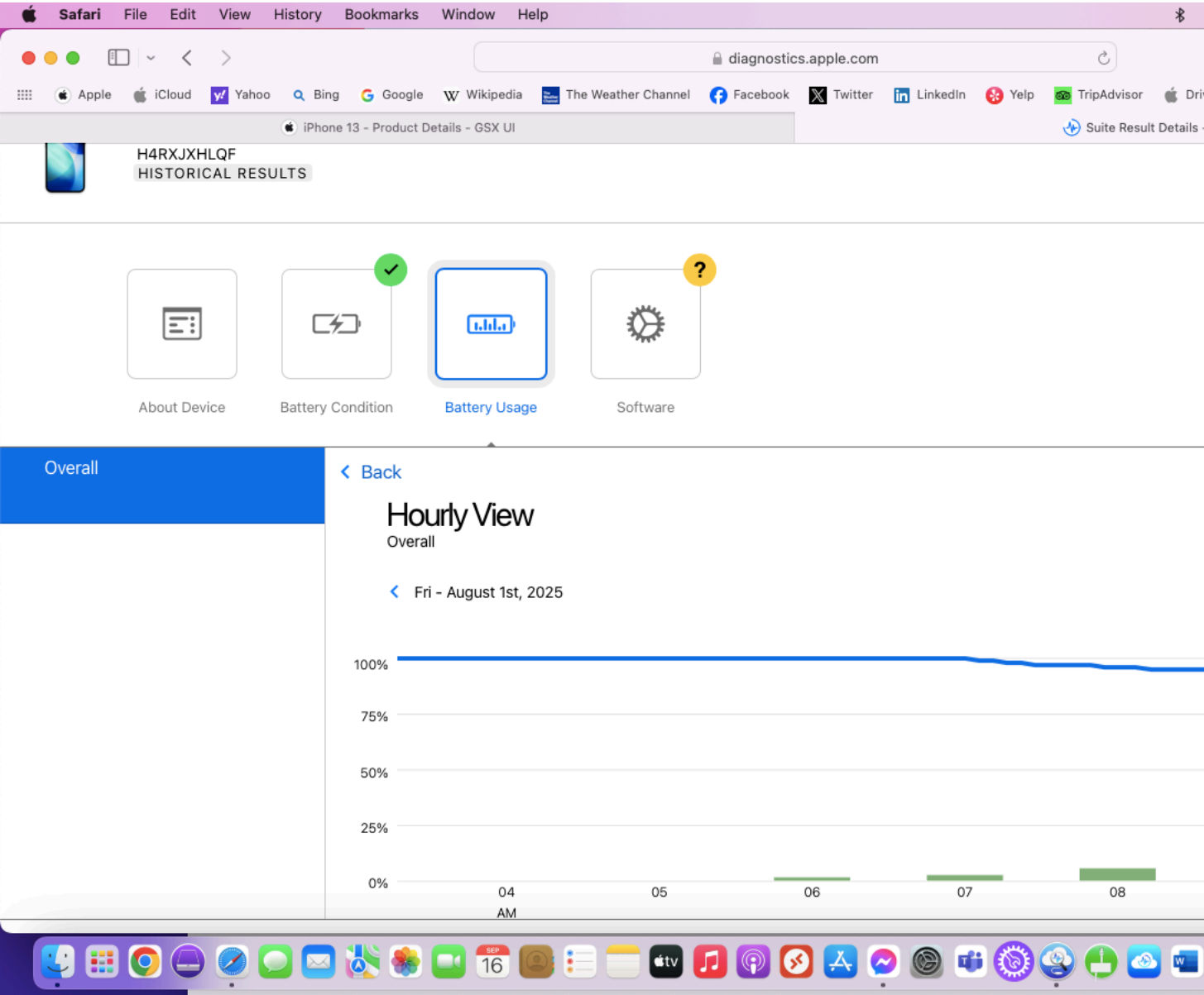
ABANS @ ONE GALLE FACE MALL
01-45 Level 1 1A Centre Road, Colombo -
Galle Main Rd, One Galle Face Mall
COLOMBO, SRI LANKA REGION, 00200
iPhone Mac iPad Apple TV iPod

2.4 km

3. For the battery drain fast issue, we have attached few diagnosis results for battery usage history.







Best Regards,
Christine Mendis.
Senior Manager.
(Apple/Titan/Solar/Mobile/Electronic Services)

Abans

Apple Service Centre.
GS1. Grandstand, Racecourse,
Colombo 7. Sri Lanka.
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4S6CAM

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Abans Letter of Confirmation[58].pdf
51K



Darshana Abeysiri <darshanaab22@gmail.com>

CAA/GAM/INQ/051/2025

Darshana Abeysiri <darshanaab22@gmail.com>

Wed, Sep 17, 2025 at 12:29 PM

To: Christine Mendis <christinem@abansgroup.com>

Cc: "gamp.caa@gmail.com" <gamp.caa@gmail.com>, Sha Bulathsinhala <sha@abansgroup.com>, Abans Nittambuwa <ab_ntb@abansgroup.com>, Nawamini Fernando <dasunn@abansgroup.com>, Shiyamala Fritz <shiyamala@abansgroup.com>, Duminda Perera <dumindap@abansgroup.com>, Buddhika Dharmawardena <buddhika@abansgroup.com>, Sasi Kumar <kumar@abansgroup.com>

Dear Mr. Christine Mendis and Abans PLC Management,

I write in reference to your responses dated 17th and 26th August 2025, together with the attached letters of confirmation presented to the Consumer Affairs Authority (CAA). Having carefully reviewed these communications alongside my technical evidence and the clarifications received directly from Apple Singapore, I must categorically state that Abans PLC has **failed to provide proper and legally valid answers** to my three principal inquiries.

I hereby present my response, point by point:

1) Verification of the scope of Abans' Apple authorization in regards with the legality of the subjected outlets used as Apple Authorized points of sale.

Mr. Christine Mendis has replied as;

"The above site lists only the exclusive Apple showrooms in Sri Lanka that offer the full range of Apple products and are managed by Apple. These outlets are similar to Apple-branded shops worldwide, and Abans is the only partner in Sri Lanka operating this type of dedicated Apple showroom experience.

Other Abans outlets selling Apple products are multi-branded showrooms, which are not shown on the Apple site. Similarly, distributors such as Genext and partners like Singer, Softlogic, and Dialog also sell through multi-branded showrooms concept, which also do not appear on this site.

For your reference, please find attached the official Apple authorization letter certifying that Abans is an Authorized Reseller."

With respect, I must state that this explanation does not answer the **specific question** I have continuously raised:

- Were the **Abans outlets in Nittambuwa, Gampaha, and Negombo** operating as **Apple Authorized Points of Sale** at the time of my purchase of this iPhone 13?

This point remains critical because Abans PLC has invoked its status as an "Authorized Reseller and Service Provider of Apple products in Sri Lanka" as a blanket response to dismiss my inquiry, without clarifying whether these specific outlets were in fact covered under Apple's authorization to conduct direct retail sales of iPhones.

The general distinction you provided between "exclusive Apple showrooms" (Colombo City Centre and One Galle Face) and "multi-branded Abans outlets" does not address my inquiry. The fact that other companies also sell through multi-branded outlets is irrelevant to my case. What matters here is whether Abans PLC was legally entitled to process my transaction, including invoicing at Nittambuwa, physical release at Gampaha, and payment at Negombo, under the designation of an **Apple Authorized Point of Sale**.

This issue is not about brand positioning or showroom formats. It is about the **legal status of the outlets that sold me my device**, presenting as Authorized Reseller and Service Provider for Apple products in Sri Lanka and whether my purchase legitimately qualifies for Apple's worldwide warranty. Under Apple's own terms, the worldwide warranty is tied to purchases made through **authorized points of sale**. Therefore, unless Abans can explicitly confirm that these three outlets had such authorization to act as '**Apple Authorized Point of Sale**', my entitlement to warranty and the legality of the sale remain in serious doubt.

As per the attached confirmation letter presented by Luis Hidalgo Gonzalez, Authorized Signatory, Apple South Asia Pte. Ltd. dated 02nd January 2025 with the topic 'RE: LETTER OF CONFIRMATION TO SELL APPLE PRODUCTS', says that;

'This is to confirm that ABANS PLC, registered at NO. 498, GALLE ROAD COLOMBO, 00300, Sri Lanka, is an Apple Authorized Reseller as at 2 January 2025 under the terms of the Apple Authorized Reseller Agreement for Sri Lanka that is valid until April 30, 2026 unless terminated earlier.'

To date, Abans PLC's replies, by presenting the above confirmation, has clearly avoided this specific question by relying on the general phrase that "Abans PLC is the Apple Authorized Reseller." Such a general claim does not answer whether these particular outlets had the authorization to conduct my transaction under Apple's rules, represented as '**Apple Authorized Point of Sale**'.

I must also highlight that by continuing to rely on general references to being an "Authorized Reseller," while avoiding this precise point, Abans PLC has repeatedly failed to provide a proper answer to a clear consumer inquiry during a legal process before the Consumer Affairs Authority.

Therefore, I once again request a direct and unambiguous response to this question:

- Does Abans PLC have the Apple authorization to sell me this iPhone 13 from the following outlets involved in my purchase as '**Apple Authorized Point of Sale**'?
 - **Nittambuwa Outlet** – where the invoice was issued.
 - **Gampaha Outlet** – where the device was physically released.
 - **Negombo Outlet** – where the payment was processed by my credit card.

As a genuine customer, I raised this clear question during the first hiring with the Consumer Affairs Authority on 08th September 2025, because I have been mistreated by Abans PLC, who continue to rely on the legal title of 'Authorized Reseller and Service Provider of Apple products in Sri Lanka', specially as legally mentioned in the email sent by Ms. Dilhara Muhandiram (L.L.B, Legal Officer), representing Abans PLC on Aug 26, 2025 to dismiss my clear evidence of abnormal battery drainage in my iPhone 13; this has left me doubtful as to whether Abans truly has the legal authority granted by Apple to use this designation in my case, especially where multiple outlets - Nittambuwa, Gampaha, and Negombo - were involved in the invoicing, release, and payment of my device as '**Apple Authorized Point of Sale**'.

2) Legality of Sale of my iPhone 13 Manufactured After September 2024

Mr. Christine Mendis has stated:

"The iPhone 13 was a re-launch model by Apple. Each year when new models are introduced, Apple typically re-launches the previous three models as part of its NPI (New Product Introduction)

strategy... The iPhone 13 (NPI -3) sold in Sri Lanka is TRC-approved for every IMEI, imported under the necessary import control licenses, and comes with official Apple warranty.”

With respect, this explanation fails to address the core legal concern I repeatedly raised: **whether iPhone 13 devices manufactured after September 2024 may legally be sold as brand-new retail products.**

According to explicit guidance I received directly from Apple Singapore, **all iPhone 13 units manufactured after September 2024 are intended solely as replacement devices and not to sell as a brand-new device in the retail market.** They are not authorized for commercial sale in the retail market.

Therefore, even if the devices are TRC-approved and imported with necessary licenses, the key legal issue is whether these units are **authorized by Apple to be sold as brand-new in the retail market**, given Apple’s stated production and distribution policy. TRC clearance and import licenses only establish that the devices have entered Sri Lanka legally; they **do not authorize their sale as brand-new retail products contrary to Apple’s directives.** Selling devices that are intended only for replacement as brand-new units could constitute **misrepresentation and potential violation of Apple’s distribution terms**, raising concerns under both consumer protection and corporate compliance regulations.

In light of this, I respectfully request that Abans PLC provide **official documentation from Apple Singapore or Apple Inc. confirming the legal authorization to retail sale of this iPhone 13 manufactured after September 2024 as a brand-new retail product in Sri Lanka**, in accordance with Apple’s global policies. Without such confirmation, the sale of these devices raises serious concerns regarding:

- **Misrepresentation to the consumer** (marketing a replacement-intended device as brand-new)
- **Violation of Apple’s distribution and resale policies**
- **Potential invalidation of the Apple worldwide warranty** tied to authorized retail purchases

3) Technical rebuttal- comparison of Abans’ attached diagnostics (Mr. Christine Mendis’ email to the CAA (17 Sep 2025) and the diagnostic screenshots / test logs you provided) vs. my controlled screenshots and tests

Executive summary

- Abans (Mr. Christine Mendis) submitted **Apple diagnostic “battery usage history”** screenshots and relies on Apple diagnostics to conclude the battery is “normal.”
- Those diagnostic screenshots alone do **not** negate the controlled, time-stamped battery tests and charging behavior I submitted (standby drain ≈17–18% over ~22–23 hours; charging pauses at 80–84% + extreme heating).
- Abans’ legal reply cites Apple as confirming the device “functions normally,” but the record shows Abans had not forwarded my eye-evidence to Apple (so Apple’s diagnostic reply could not have considered those screenshots).

Point-by-point technical rebuttal

3.1) Claim: “Diagnostics show battery is normal” (Abans)

- Mr. Christine states they submitted diagnostic/battery usage history screenshots as evidence that the battery is within expected parameters.

Rebuttal: Diagnostic *snapshots* and summary values (for example, “battery health” or a short diagnostic summary) are **insufficient** to disprove controlled, repeated, time-stamped real-world tests that demonstrate abnormal standby drain. The diagnostics usually report *health metrics* (max capacity, cycle count, any immediate internal faults) and short-range usage graphs - they do **not** necessarily capture intermittent or contextual parasitic drain that your controlled tests exposed.

- My controlled tests (clear, repeatable, timestamped) show:
 - **7–8 July 2025:** 96% → 79% after 22 hours = **17% drop**.
 - **2–3 Aug 2025 (after factory reset):** 100% → 82% after 23 hours = **18% drop**.
- Exact calculation (to avoid rounding mistakes):
 - $17\% \div 22 \text{ hours} = \mathbf{0.772727\ldots\% \text{ per hour}} \rightarrow \times 24 = \mathbf{\approx 18.545\% / 24 \text{ hours}}$.
 - $18\% \div 23 \text{ hours} = \mathbf{0.782608\ldots\% \text{ per hour}} \rightarrow \times 24 = \mathbf{\approx 18.783\% / 24 \text{ hours}}$.

Those values (~18.5–18.8% drain per 24 hours in strict idle conditions) are **materially higher** than normal standby drain for a properly functioning iPhone (typical standby drain is in low single digits per day under the same “no SIM / no Wi-Fi / no Bluetooth / background refresh off” conditions).

3.2) Claim: “Usage graphs / app activity justify the battery behaviour”

- The diagnostic attachments (battery usage history) are being used to attribute any battery drop to app/system activity.

Rebuttal: My screenshots show **app/activity bars while the device was in strict idle conditions** (no SIM, Wi-Fi off, Bluetooth off, Background App Refresh off). I documented that the battery usage graphs displayed *apparent app activity during idle*, which I described and captured in screenshots. That contradicts any attempt to use the usage-graph as proof that user activity caused the drain. In short: the usage graphs that Abans presents cannot both (a) show heavy app activity as the reason for drain and (b) be accurate while my phone was in isolated idle - both cannot be true.

- If Abans’ graphs show app/system activity during those idle windows, either:
 1. The usage graph timestamps are inaccurate, **or**
 2. There is a firmware/software/hardware condition causing phantom activity (wake events, kernel faults, rogue daemon, malware, or hardware sensor fault causing repeated wake/thermal states) - **all of which Apple diagnostics might miss in a single short test**, and which must be investigated with continuous logging.

3.3) Claim: “Battery charging and charge-holding are normal” (implicit in Abans’ diagnostic conclusion)

- Abans’ responses ignore the charging anomalies I reported: **charging “on hold” at 80% and 84% with extreme heat generation** during charging (28°C ambient, genuine Apple charger used).

Rebuttal:

- Charging being held at 80–84% while the battery and device are heating is **not** typical charging behavior under normal conditions and suggests thermal management / charging control was activated repeatedly. This is a symptom of a charging/thermal safety concern, **not** proof of “normal” battery performance. The presence of severe heating during charging - coupled with the hold at mid-percentages and very slow charge rate (only 4% in 1.5 hours in

my screenshot) is **confirmatory of a serious issue**. Diagnostics reporting “battery normal” on a different run does not explain the repeated thermal/charging anomalies you recorded.

3.4) Procedural gap: Abans’ diagnostic conclusion did not consider my evidence

- I documented that Abans **did not forward** my screenshots/evidence to Apple, despite saying they would.

Rebuttal: Abans’ statement that “Apple confirmed battery normal” is incomplete and potentially misleading unless Abans can prove that:

- (a) My screenshots and contextual test logs were actually submitted to Apple as part of the case file, and
- (b) Apple’s conclusion considered those tests (and not only the one-time diagnostic snapshot).

If Abans did not forward my evidence, Apple’s “no defect found” statement cannot be said to address your **actual** user evidence - it only addresses the diagnostic snapshot they did send. This is a critical procedural gap.

I appreciate your cooperation and look forward to receiving the required related confirmations, along with the respective full legal compliance.

Sincerely,
Darshana Abeysiri
Senior Materials Engineer
+94 76 453 8795 | darshanaab22@gmail.com

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