

Procuraduría Federal del Consumidor
FORMATO DE RECEPCIÓN DE QUEJAS

OFICINA

RECEPTORA:

05 FEBRERO 2026

IMPORTANTE

LLENAR TODOS LOS ESPACIOS CON LETRA LEGIBLE, SÓLO SE APLICA CUANDO SE IMPRIME

ANEXAR COMO FOTOCOPIAS LEGIBLES POR
DUPLICADO
LA DESCRIPCIÓN DE SU QUEJA Y DEL
PRETENSIÓN

CONSUMIDOR

ALEXANDRE v. VOYTCHIN

AVENIDA NUMERO TRES, LOTE 57, SAN CARLOS NUEVO GUAYMAS, SONORA, MEXICO

C.P. 85506

MZING6825@GMAIL.COM

5 FERERO 2026

TELÉFONO 1 708 828 5111

PROVEEDOR

ITALIKA MOTO VALE STORE, CENTRO DE SERVICIO, AV. SERDAN NO. 307, COL. CENTRO, GUAYMAS, SONORA

NOMBRE DEL
PROVEEDOR

TELÉFONO

DIRECCIÓN DEL PROVEEDOR

GUAYMAS

CÓDIGO
85400

CANTIDAD DEL
RECLAMADO

On February 5, 2026, I purchased a carburetor for an ATV 200 for \$1800.00 MXN. I asked for a proper receipt. They gave me this for a receipt (Attachment #1). I demanded a proper receipt, but they refused to provide one. The Italika Moto Vale store, Centro de Servicio, located at Av. Serdan No. 307, entre 14 y 15, Col. Centro, Guaymas, Sonora, México, C.P. 85400. They gave me a part for an ATV 250. I returned to the store within 30 minutes after reading the print on the box that said 'ATV 250'. They assured me it was compatible with my ATV 200. However, my mechanic, Luis Verdugo, confirmed that it doesn't fit my model. Japan is printed on the part; It is not an Italika original part (see Attachment #2). It's larger and has a different design than the one I wanted to replace. They told me I could buy another part, but they wouldn't refund my money, so I bought another part. When I ordered a 'starter', they sent me a statement on

February 11th without a date via WhatsApp (Attachment #3). I went to the store four times: February 5, February 7, February 11, AND February 25, 2026, and each time they refused to refund my money. I paid \$1800.00 MXN for a carburetor and an additional \$616.28 MXN for a starter, for a total of \$2416.28 MXN. On February 25th, they stated the starter would arrive on Saturday, February 28th. I telephoned the store to check if the part had been received but no one answered the phone. Also, they showed me a SAT statement that they said is government policy, stating that they will not return my money for the wrong part they sold me (Attachment #4).

I have attached photos of my documentation of these transactions. Italika Store gave me the wrong part and refused to issue a refund. I want my \$1800.00 MXN returned, as I can purchase a starter for about \$870.00 MXN, 3 times less than what they are charging. My mechanic proved that he can purchase an Italika part from Mercado Libre (Attachment #5) and have it delivered in 2 days. On Saturday, March 8, 2026 I picked up the starter but did not received a proper receipt after waiting 45 minutes. Their service is unprofessional and

Thank you for your attention to this matter.

Sincerely,

Alexandre V. Voytchin