

**CONSUMER SATISFACTION AND COMPLAINT BEHAVIOR
IN HIGH INVOLVEMENT PRODUCTS**

(With special reference to Laptops)

Submitted By:

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**Consumer Satisfaction and Complaint Behavior in High Involvement
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(With special reference to Laptops)

Has been prepared as approved by this Department in the prescribed format of
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VIVA-VOCE SHEET

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DECLARATION

I hereby declare that the thesis work entitled “**Consumer Satisfaction and Complaint Behaviour in High Involvement Products**” submitted to **Birendra Multiple Campus**, Faculty of Management, Tribhuvan University is my original work for the partial fulfillment of the requirement for the Master's Degree in Business Studies (MBS) under the supervision of **Damodar Poudel** Lecturer of Birendra Multiple Campus, Bharatpur, Chitwan, Nepal.

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Ramesh Gywali
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