



GSTIN : 27AAGCE8225Q1Z0

REGISTERED OFFICE & FACTORY : E-Biotorium House, Plot No. B1/1,
MIDC Industrial Area, Mira Gaon, Opp. A.P. College & A.P. Gym,
Near Amar Palace Hotel, Mira Road East, Thane - 401107.
Customer Care No.: 022-50820000 / +91-8792739970
CIN: U33100MH2021PTC373859
e-Mail : ebiotorium@gmail.com
Website: www.biomagneticmattress.com

Grievance

MECHANISM FOR GRIEVANCE REDRESSAL

E-Biotorium Network Pvt. Ltd. has a diplomatic approach towards the Consumers/Independent Direct Sellers and takes all precautions to offer the best services to them, however in case of unavoidable circumstances E-Biotorium Network Pvt. Ltd. have devised a perfect system to solve the problems that Consumers/Independent Direct sellers may face.

1. E-Biotorium Network Pvt. Ltd. complies with the Consumer Protection (Direct Selling) Rules, 2021 and Consumer Protection Act, 2019 and has also instructed its Independent Direct Sellers to do so

2. E-Biotorium Network Pvt. Ltd. maintains a register to keep the track of Grievances received from Consumer/Independent Direct Seller in either of the mentioned modes- calls/Written Application/E-mail/Walk-in/Online Grievance Cell, etc. Each Grievance is provided with a Ticket No.

3. Grievances received are fed into the internal Grievance software. A unique track ID is generated against all the Grievances and is intimated to the Customers / Independent Direct Seller on their registered E-mail ID and Mobile Number within 48 hours of its receipt at the entity's end.

4. Consumers/ Independent Direct Sellers need to keep the unique track ID secure with them in order to track and follow-up the outcome.

5. E-Biotorium Network Pvt. Ltd. has appointed SANDHYA VHATKAR, as the Grievance Redressal Officer. Contact details of the Grievance Redressal Officer are as mentioned below:

Name: SANDHYA VHATKAR

E Mail: ebiotorium@biomagneticmattress.com

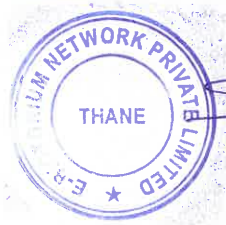
Contact No: +91 86920 62303

6. Grievance Redressal Officer will redress the grievance within 30 days from the date of receipt of Grievance.

7. In case there is a delay of more than 30 days in resolving the issue, he / she will inform the Consumer/Independent Direct Seller with reason of delay on their registered E-mail ID/ WhatsApp on their registered Mob No..

8. In case the Direct Seller/ Consumer/ Independent Direct Seller is still not satisfied with the resolution offered, he/she Convergence partner for effective mediation/resolution and thereafter a Consumer.

Forum / Court of appropriate jurisdiction





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Grievance Form

Direct Seller ID

Name:

Mobile No:

Email ID:

Nature of Grievance:

Subject:

Description



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