

# **E Biotorium Network Private Limited**

## **Grievance Policy**

- The Primary objective of this document is ensuring the timely resolution of customer complaints and grievances. The emphasis is on minimizing the likelihood of recurring issues, ultimately enhancing the quality-of-service delivery.
- Our Policy is centered on enhancing customer satisfaction through the systematic collection of feedback from customers across all business units. We implement strategic action plans to address key issues, assigning them to the appropriate senior leaders for prompt resolution

### **Goal of the Policy:**

The goal of the policy is to ensure that:

- Everyone including seller/self-user/network of sellers are always treated fairly and impartially.
- All issues raised by the seller/self-user/network of sellers are dealt with courtesy and resolved on time.

### **Grievance Redressal Committee:**

Seller/Self-user/network of sellers can pursue their complaints with the Grievance Committee, which is established by the company for resolving the complaints. The committee will comprise three officers of the company as per the Direct Selling Guidelines 2016 who are responsible to ensure that the complaint is resolved on behalf of the Company.

**Name of Grievance Officer:**

<b>Mr. Sunil Joshi</b>	Officer	info@biomagneticmattress.com	9625084654
<b>Mrs. Sandhya Vhatkar</b>	Officer	ebiotorium@biomagneticmattress.com	8692062303
<b>Mr. Nagesh Jamdare</b>	Officer	ebiotorium@biomagneticmattress.com	8928197718

**Company Registered office Address:**

Plot No B1/1,E Biotorium House, Mira Road Industrial Estate,Midc, Mira Road East,Mira Bhayandar, Thane, Maharashtra, 401107

**Company website:** <https://biomagneticmattress.com/contact-us/>

**Modes for Registering Complaints:**

- To provide enhanced clarity and transparency, company offer various modes for registering complaints.
- Any member of Public / Seller/Self-user/network of sellers can submit any complaint relating to any product or services provided by the company.

The grievance can be through any of the following channels:

<b>S.no</b>	<b>Mechanism</b>	<b>Detailed</b>
1.	Complaint through website/Software	<p>Detailed sections are added in the software/website for multiple concern regarding grievances.</p> <p><a href="https://biomagneticmattress.com/">https://biomagneticmattress.com/</a></p>
2.	Complain Through Email	<p><a href="mailto:info@biomagneticmattress.com">info@biomagneticmattress.com</a></p> <p><a href="mailto:ebiotorium@biomagneticmattress.com">ebiotorium@biomagneticmattress.com</a></p>
3.	Complaint Through Watsup Medium	08792739970
4.	Complaint in Person	<p>E biotorium network private limited</p> <p>Plot No B1/1,E Biotorium House, Mira Road Industrial Estate,Midc, Mira Road East,Mira Bhayandar, Thane, Maharashtra, 401107</p>
5.	Complaint though Customer Care Service	022-50820000
6.	Complaint through FAQ (Frequently ask questions)	The FAQ section can also be consulted for answers to all questions related to grievances

### **Grievance Handling and Resolution Process:**

- The complainant will receive a Unique Token Number upon registering the grievance, which can be referenced to check the resolution status. All complaints will be recorded in the Grievance records, including full details of the complainant.
- The committee will try its best to fix the problem as quickly as possible, ideally within seven days of getting the complaint and for this it would need complete support and cooperation from the complainant in terms of timely submission of information, clarification, or documents if any sort to substantiate the complaints and to take suitable action to resolve the same.
- The committee will take around 7 days-30 days of getting the complaint to investigate it. If they need more information, they will send a letter asking for it. For complainant (Try to send the details back within 7 days or let committee know if you need more time.)
- For Complainant (If you do not send more information or documents in time, or if you do not respond, committee will think you're not interested in continuing with the complaint. In that case, committee will close it and let you know.)
- If the complainant does not provide additional clarification or documents within the specified time or fails to respond, the committee will conclude that the complainant is not interested in pursuing the complaint. Consequently, the committee will close the case and inform the complainant of this decision
- When the information provided by the complainant is enough to proceed with resolving the complaint or upon receiving any needed clarification or documents, the committee will request for the relevant data.

- Upon reviewing the documents and/or hearing from the parties, the Committee will provide its findings. On the other hand, if the committee concludes that the complaint is not valid or is made in bad faith, it will dismiss the complaint and inform the complainant accordingly.
- All the proceedings of the Committee will be duly recorded.