



OFFICE & FACTORY : 1st Floor Patil House, Opp. Shiv Mandir, Penkar Pada, Near Dahisar Check Naka, Mira Road (E) Mumbai - 401107.

CORPORATE OFFICE & FACTORY : E-Biotorium House, Plot No. B1/1, MIDC Industrial Area, Mira Gaon, Opp. A.P. College, A.P. Gym, Swimming Pool and Sports Club, Near Amar Palace Hotel, Mira Road East, Mumbai, District Thane, India, Pin. - 401107. Customer Care No.: 022-50820000 / +91-8792739970

**GRIEVANCE REDRESSAL MECHANISM FOR CONSUMERS**

**SUBMIT YOUR GRIEVANCE**

You can submit your grievance:

- By sending an email to [grievances@biomagneticmattress.com](mailto:grievances@biomagneticmattress.com)
- Kindly contact us on 022-50820000 or 08792739970 (Operational hours from 10:00 AM till 6:30 PM all days of the week)

**WHAT ALL INFORMATION IS REQUIRED**

To better help and resolve your issue(s) at the earliest, please ensure you mention all the details like:

- Your Distributor Id and full name
- Contact information – registered mobile number & email address
- Explain the issue and expectation clearly
- Details of previous interactions, ticket number and communications for reference (if any)

**ACKNOWLEDGEMENT**

On submission of complaint, a unique Ticket Number will be generated & will be sent in your Inbox of the Distributor Portal.

**RESOLUTION / CLOSURE TIME LINE**

- With in 48 hours, you will receive a response from the respective team
- Timelines to resolve the complaint will be within a period of one month from the date of receipt of the complaint and in case of delay of more than a month, reasons for the delay, and the actions taken on the complaint, will be informed to you in writing.
- On resolution, you will be communicated through email in your Inbox in Distributor Portal.

**TRACKING A GRIEVANCE**

You can track the status of your grievance by quoting the unique Ticket Number in all your communications.

**DETAILS OF THE GRIEVANCE REDRESSAL OFFICER:**

| Name                 | Email ID                           | Contact no. |
|----------------------|------------------------------------|-------------|
| Mr. Sunil Joshi      | grievances@biomagneticmattress.com | 8657013047  |
| Mrs. Sandhya Vhatkar |                                    | 8692062303  |
| Mr. Nagesh Jamdare   |                                    | 8928197718  |

For E-BIOTORIUM NETWORK PRIVATE LIMITED

*Sunil Joshi*

Director

