



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 REDRESSAL MECHANISM FOR CONSUMERS

SUBMIT YOUR GRIEVANCE

You can submit your grievance:

- By sending an email to 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 TIMELINE

- 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:

Table with 3 columns: Name, Email ID, Contact no. Rows include Mrs. Sandhya Vhatkar, Mrs. Archana Tripathi, and Mrs. Bindu Jain.

Handwritten signature of the Director

DIRECTOR