

## **Mechanism To Raise Your Grievance Redressal**

Mechanism to raise your grievance - You can send us an email on [sumanyuonlinemarketingllp@gmail.com](mailto:sumanyuonlinemarketingllp@gmail.com) or call us @ +91 99587 75137

Documents and Information Required for grievance redressal:

1. Your Direct Seller Id
2. Kindly Write your problem in very clear words

Grievance Tracking – You will receive a complaint number on each complaint raised over email or call.

Timeline for Grievance Redressal

Acknowledgement – You will receive the acknowledgement of your grievance within 48 hours from the time of its receipt.

Solution – Your grievance will be redressed within a period of One month from the date of its receipt.

Appeal – If you are not satisfied with the response or closure, you can appeal the matter, you may write to Grievance Redressal Officer and provide the following-

- ✓ Reason for escalation
- ✓ Complaint Number

Grievance redressal officer will acknowledge the appeal within 48 working hours from the time of its receipt. Your appeal will be redressed within a period of One month from the date of its receipt.

You can track your complaint at any point of time through our website – [sumanyuonlinemarketingllp@gmail.com](mailto:sumanyuonlinemarketingllp@gmail.com) or also you can call @ our office number +91 99587 75137

### **Grievance Redressal Officer Details**

- Mr. Parveen
- Contact details : +91 72100 90740
- Email id : [grievanceofficer.sumanyu@gmail.com](mailto:grievanceofficer.sumanyu@gmail.com)
- Designation : Grievance Redressal Officer