

## **MECHANISM FOR GRIEVANCE REDRESSAL**

**TEAMEX RETAIL LIMITED.** 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, Direct Selling entities have devised a perfect system to solve the problems that Consumers / Independent Direct sellers may face.

1. Direct Selling entity 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. Direct Selling entity maintains a register to keep track of Grievances received from Consumers/Independent Direct Sellers in either of the mentioned modes – Calls / Written Application / E-mail / Walk-in / Online Grievance Cell, etc. Each grievance is numbered, (To facilitate easy tracking) and acknowledged within 48 hours of its receipt at the Customer Care center and the Direct Selling entity records the time taken to resolve it.
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 to track and follow upon the outcome.
5. Direct Selling entity has appointed MR MONIK RADADIYA, as the Grievance Redressal Officer. Contact details of the Grievance Redressal Officer are as mentioned below:

NAME: MR. MONIK RADADIYA  
EMAIL: GROFFICER@TEAMEX.IN  
CONTACT: 9104090208

6. The Grievance Redressal Officer will redress the grievance within 30 days from the date of receipt of the 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 of the reason for the delay on their registered E-mail ID/ WhatsApp or SMS on their registered Mob No.
8. In case the Consumer/ Independent Direct Seller is still not satisfied with the resolution offered, he/she can approach the National Consumer Helpline or the State Consumer Helpline of which the entity is a Convergence partner for effective mediation/resolution and thereafter a Consumer Forum / Court of appropriate jurisdiction

**Note:** This Grievance Redressal Mechanism is to be read as part and parcel of the Contract Agreement entered by a Direct Seller as the same is not reproduced in the agreement for the sake of brevity.

TRUE COPY

  
NODAL OFFICER

**THIS DOCUMENT FORMS AN INTEGRAL PART OF THE DIRECT SELLER'S E-CONTRACT AGREEMENT AND SHOULD BE READ WITH THE SAME**