

# Grievance Redressal Policy for Victous Lifesciences Pvt. Ltd in India

**1. Objective:** At Victous Lifesciences Pvt. Ltd, we are committed to provide the best possible experience for our customers. Our Grievance Redressal Policy aims to provide a structured framework for addressing and resolving grievances promptly, fairly, and transparently.

**2. Channels of Communication:** Direct Sellers/ Customers who wish to raise a grievance or concern can do so through the following channels:

- Email: [Grievance Email Address]
- Phone: [Grievance Phone Number]
- Website: [Grievance Web Form]

## Written Application

**3. Submission of Grievance:** Direct Sellers/Customers are encouraged to submit their grievances, concerns, or complaints using the provided channels. The submission should include the following information:

- Name of the complainant
- Contact details (email, phone number, address)
- Nature of the grievance or complaint
- Order number (if applicable)
- Supporting documentation (if necessary)

**4. Grievance Handling Procedure:** Upon receiving a grievance, our dedicated Grievance Redressal Team will acknowledge the receipt within 2 business days. The grievance will be assigned a unique reference number for tracking purposes.

Our team will investigate the matter thoroughly and gather all relevant information.

We will strive to resolve the grievance within 15 business days of receiving it. If additional time is required, the customer will be informed of the delay along with the reasons.

The resolution will be communicated to the Direct Seller/customer through their preferred mode of contact (email or phone).

**5. Escalation Process:** If a Direct Seller/customer is not satisfied with the resolution provided, they can request further escalation. The grievance will be escalated to a higher authority within Victous Lifesciences Pvt. Ltd.,  
The escalated grievance will be reviewed and re-evaluated.

A final resolution will be provided within 15 business days of the escalation request.

**6. Feedback and Closure:** Once the grievance is resolved, the Direct Seller/customer will be contacted to ensure that they are satisfied with the resolution. If the Direct Seller/customer is satisfied, the grievance will be considered closed.

If the Direct Seller/customer is not satisfied, further efforts will be made to address their concerns.

**7. Record Keeping:** All grievances and their resolutions will be documented and maintained for future reference. This information will be kept confidential and used solely for the purpose of improving our services.

**8. Policy Review:** We are committed to continuously improving our Grievance Redressal Policy. Periodic reviews will be conducted to ensure the policy's effectiveness and relevance.

**9. Contact Information:** For any queries related to the Grievance Redressal Policy or to submit a grievance, please contact our Grievance Redressal Team at [Grievance Email Address] or [Grievance Phone Number].

By engaging with Victous Lifesciences Private Limited, Direct Seller/customers acknowledge and agree to abide by the terms and conditions outlined in this Grievance Redressal Policy.

Victous Lifesciences Pvt. Ltd