

# Grievance Redressal Policy- Dazz Tech Private Limited

Dazz Tech Private Limited is committed to maintaining fairness and transparency toward its customers and direct sellers. This policy is in full compliance with the Consumer Protection (Direct Selling) Rules, 2021.

## 1. Appointment of Grievance Redressal Officer (GRO)

In accordance with Indian regulations, the company has appointed a Grievance Redressal Officer (GRO).

- **Officer Name:** Ekansh Agarwal
- **Designation:** Grievance Officers
- **Email Address:** grievance@dazzkart.com
- **Phone/Mobile Number:** 7302834728
- **Working Days/Hours:** Monday to Friday, 10 AM to 6 PM

## 2. Complaint Filing Procedure

Complaints can be registered through the following channels:

- **Online Portal:** The 'Register a Complaint' section on the official website [www.dazzkart.com](http://www.dazzkart.com) or via care@dazzkart.com.
- **Email:** Directly to the GRO's email address.
- **By Post:** By sending a written application to the registered office address.

### Required details in the complaint:

- Full name, address, and contact number of the complainant.
- Status of the complainant (Consumer / Direct Seller).
- Invoice/Bill number (for consumers) or ID number (for direct sellers).
- Clear and concise description of the grievance (Date, Location, Reason).

## 3. Tracking and Timelines

The following timelines for grievance redressal will be strictly followed:

- **Acknowledgement:** Within 48 working hours of receipt. A unique 'Ticket Number' will be provided for complaint.
- **Resolution Period:** Within 30 days from the date of filing the complaint.

**In Case of Delay:** If resolution takes longer than 30 days, the GRO will inform the complainant of the reason for delay and the expected resolution date.

**Online Tracking:** Complainants can track the status on the website using their 'Ticket Number'.

## 4. Types of Redressal

Depending on the nature of the grievance, the following steps may be taken:

- **Product Related:**
  - Product Return.
  - Issuance of Refund.
  - Exchange or repair of the product (as per Warranty/Guarantee).
- **Direct Seller Related:**
  - Investigation into violations of the Code of Conduct.
  - Warning, suspension, or termination of contract if found guilty.
- **Payment Related:**
  - Rectifying discrepancies in commissions or refunds.

## 5. Final Disposal and Appeal

- **Final Decision:** The Grievance Redressal Officer (GRO) will investigate the complaint and communicate the final decision to the complainant in writing (via email/letter) within 30 days.
- **Dissatisfaction:** If the complainant is not satisfied with the GRO's decision, they may appeal to the company's Nodal Officer within 30 days of receiving the decision notice.
- **External Resolution:** If the grievance is not resolved at the company level, the complainant is free to file a complaint with the Consumer Commission (District/State/National) under the Consumer Protection Act.

## 6. Appointment of Nodal Officer

In compliance with Rule 5(6) of the Consumer Protection (Direct Selling) Rules, 2021, the company has appointed a Nodal Officer to ensure overall compliance with the Act and Rules.

- **Nodal Officer Name:** Ankit Saxena
- **Email Address:** [nodal@dazzkart.com](mailto:nodal@dazzkart.com)

**Note:** The Nodal Officer should be approached only if the Grievance Redressal Officer (GRO) fails to provide a resolution within 30 days or if you are not satisfied with their decision.

## 7. Record Keeping

The company will maintain a detailed and secure record of all complaints, including the date of acknowledgement, date of resolution, and the action taken.