

Grievance Redressal Mechanism

If any consumer is having any grievances related to our products or services than he/she can send us an email on feedback@rcmworld.com or can call at our customer care number 01482-352000 or can submit the grievance by logging on to our website www.rcmworld.com

Details Required: Following details are required for submission of grievance:

- Associate Buyer Number
- Name, contact number, email address
- Detailed description of the issue
- Attachments including photos, bill, invoices etc.

Acknowledgement & Process: Once you provide the above mentioned details and submit your grievance, than a ticket number will be issued to you within 48 working hours (excluding Sunday and Public Holidays) and the same to be sent to you on your email id and mobile number provided by you in your grievance application and your grievance will be redressed within a month's time from the date of its receipt.

Appeal/Escalation: If you are not satisfied with the response you received from above process then in that case, you can submit the following detail to appeal/escalate your matter to our grievance redressal officer (details of grievance office is provided in schedule enclosed herewith):

- Details of first grievance and response you received out of this.
- Reason for appeal.

After you provide the above mentioned details and submit your grievance, then a ticket number will be issued to you within 48 working hours (excluding Sunday and Public Holidays) and the same to be sent to you on your email id and mobile number provided by you in your grievance application and your grievance will be redressed within a month's time from the date of its receipt.

Tracking of Complaint: You can track the ticket number provided to you by logging on to our website and you can also know the status by calling our customer care number 01482-352000.

Schedule

Details of Grievance Redressal Officer:

Name	Email ID	Contact No.
Harish Balchandani	GRO@rcmworld.com	01482- 353113

For RCM Consumer Products Pvt. Ltd.

Faruq
Director

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