COMPLAINT HANDLING PROCEDURE

1. Email and phone no. are given in the website.

2. Website: www.valzon.in

3. Email ID: support@valzon.in

4. Phone Numbers: 07314904912

Customer makes a complaint through email given on website support@valzon.in It is taken by smt Raksha Dwivedi at level 1. If resolved - complete.

If not resolved in 5 working days, goes to next level.

Complaint received by Mr Ankur Yadav at Level 2. valzonindia@gmail.com complaint is resolved in 10 working days, its is closed. If not, it goes to CEO. Level 3. Final Level.

Email - <u>anuj@valzon.in</u>

Name - Anuj jain

At this level Senior Management may get involved.

Complaint resolved within 20 days final time.

End

Preof

For Valzon India Marketing Pvt. Ltd

Director