



GRIEVANCE REDRESSAL POLICY

Introduction

We at ForLife Trading India Private Limited have dedicated our lives towards customer satisfaction, we know that no one can be perfect. While we all make mistakes, it is necessary to recognise them to grow. In this spirit, we are happy to provide you with a policy that takes care of your queries and feedback. Thus, providing an excellent platform for exchanging views, ideas, and registering complaints that you may have.

Being the Immune System Company, our objective is to treat what we lack or is missing within. Thus, hoping that with your help, we continue to prosper and be loved by you through our products. Recognising this principle, we have adopted the below policy to hear from you and provide you best possible response, always, just like our products.

Definitions:

1. "Consumer" shall have the same meaning as provided under Consumer Protection Act, 2019 and include any amendment, revelation, re-enactment, or substitution of the same.
2. "Grievances" or "Complaint" includes any communication that expresses dissatisfaction, in respect to the conduct, or any act of omission or commission, or deficiency of service; and in the nature of seeking a remedial action but does not include the following—
 - Complaints that are incomplete or not specific.
 - Communications offering suggestions.
 - Communications that seek guidance or explanation.
3. "Literature" refers to the various policies and documents issued by us from time to time to govern, regulate, or state your rights concerning us, our products and our relationship.
4. "ForLife Trading India Private Limited" includes all its subsidiaries, holdings, parent companies, etc. and references made to us, we, ours, and other similar pronouns.
5. "Direct Seller" refers to the person doing business on a principal-to-principal basis with us under the Direct Selling model and are authorised to conduct the same per our Literature.
6. "Executive" shall refer to our Customer Care Executive.



Modes for Contacting Us

We want to be always available to you and listen to your concerns. As such, we provide you with all possible ways of contacting us. We can be contacted on call, e-mail, through our direct sellers or visit us (with prior intimation so that we are ready to welcome you). We have provided the detailed grievance redressal procedure below, offering solutions in a time-bound manner.



You can call our Customer Care Executive on **1800-1020-502** during **10.00AM to 5.00PM** from **Monday to Friday**. In case, you have forgotten to call us and it's late, just send an email over to us at <https://india.4life.com>





You can also visit us at our offices listed below/here or get in touch with our Direct Sellers, not necessarily who sold you the product. Thus, fulfilling our promise of providing you with every possible way for connecting with us.

Grievance Redressors:

We have appointed some of the senior and experienced members to our grievance redressal committee to provide care and solutions to the best of our abilities. We recognise the value you place in our products and have adopted the same ideology between us. Thus, no matter what connects us, you should always remember us with a smile and a partner in Building Your Immunity!

The details of the Grievance Redressal Officers:

Name	Designation	E-mail	Contact no.
Mr. Rakesh Musle	Manager-Customer Services	rakeshm@4life.com	97696 90466
Mr. Sachin Shetty	Manger - Manufacturing	sachins@4life.com	98336 92440

Please do not contact these persons directly and follow the process provided below as per your liking and convenience.

Grievance Redressal Procedure

1. Please provide the complete information that helps identify you, contact you, state your problem/query/feedback and help us ascertain its authenticity.
2. If you have called us at **1800-1020-502**; our Customer Care Executive will attend and assist you. Our Executive will enquire regarding your grievance and take note of the required details. The details generally required include but are not limited to your name, contact details, direct seller details (who sold the product), product information such as its batch number, invoice, etc.
3. If you e-mail us at: **Indiads@4life.com**, we recommend you send the mail with subject containing "Complaint: _____" (please fill the blank as per your issue).



Please ensure you elaborate upon the issue which led you to connect with us in as many words as possible and also attach images towards the same, if applicable.

4. If you go to your Direct Seller, please provide him with all the details and other proofs as requested by him. The Direct Seller shall take the following:
 1. Your name and contact info.
 2. Your queries/complaints.
 3. Click pictures of the product(s).
 4. Ask you to provide a written statement of the complaint (if deemed necessary by the Direct Seller).
 5. Any other detail or document, if any.
5. If you visit-us, we will be happy to welcome you in and provide you with a complete solution to your query and assist in every possible manner. We request you to bring along the product or item and other related documents with you while visiting us to hasten the process and avoid multiple visits for the same.
6. Once you have contacted us via any of the mentioned means, we will provide you with a unique Ticket Number acknowledging the complaint made. The said Ticket Number can be used for quick reference while making enquiries.
7. If you have not received any acknowledgement of your complaint from us within 24 hours of your complaint, kindly contact us again, preferably by mail or call.
8. We will try to resolve your issue within 30 days from the day we have provided you with the acknowledgement along with the Ticket Number. We will provide you with reasons for failing to provide a resolution to your complaint within 30 days in writing.
9. We reserve our right to seek further information or documents deemed necessary for the proper redressal of the complaint made. Failure to provide such requested information may lead to the closing of the complaint.
10. Any request for further information raised by us needs to be satisfied within ten (10) days from the date of the request. If, the complainant requests in writing for any additional time, then the same maybe provided. However, the total number of days cannot exceed 20 days cumulatively for providing us with the requested information.
11. The record of all the issues/complaints received in the preceding week with their progress, is presented before the Grievance Redressal Officer(s) at least once a week.



12. All communications are recorded and maintained as a permanent record, as per the applicable law, for our users to analyse, train our Executives and efficient management for the future.
13. We will communicate the resolution to you at the earliest. If unsatisfied with the resolution of your grievance, please refer your grievance to any of the Grievance Redressal Officers. The reference to the Grievance Redressal Officer shall be over e-mail, including the ticket number, within ten (10) days from the date of receipt of communication of the resolution.

During the whole process, if you feel like you are being unheard of or have any grievance with the person handling your complaint, please write to the Grievance Redressal Officer.

In case of any query regarding the present policy, please contact us at: +91 97696 90466.



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