

CONSUMER GRIEVANCE REDRESSAL MECHANISM

To address any grievances effectively, AAD Ecommerce and Tech Solutions Limited (“Company”) have established a dedicated grievance redressal committee. If anyone feels aggrieved, they have the option to file a complaint either online through the company's website or offline by visiting the office premises. Additionally, complaints can also be submitted via letter, telephone, or any other mode as specified by the Consumer Protection (Direct Selling) Rules of 2021.

Rest assured, our company understands the importance of addressing grievances promptly and efficiently. Upon receiving a complaint, we guarantee to generate a distinct grievance complaint number within 48 hours. This unique identifier will be provided to the aggrieved individual for future reference, ensuring that their concerns are properly documented and tracked throughout the resolution process.

PHASE I

Rest assured that your complaint will be promptly addressed by our dedicated committee. One of our esteemed members will thoroughly assess and resolve the issue within 15 days from the time of complaint submission. Additionally, we understand the importance of keeping you updated and informed throughout the process, so we will diligently keep you informed about the status of your complaint.

If, for any reason, a complaint cannot be resolved during phase I, rest assured that the Company will promptly communicate the status of the complaint to the aggrieved individual. Our commitment to transparency ensures that you will always be informed about the progress of your concerns.

PHASE II

If the initial complaint remains unresolved during Phase I, it will be escalated to Phase II. During this stage, two committee members will thoroughly evaluate and address the complaint within a reasonable timeframe of 22 days from its submission. Additionally, regular updates on the status of the complaint will be communicated promptly to ensure transparency and provide reassurance to the aggrieved party.

If, for any reason, a complaint cannot be resolved during phase II, rest assured that the Company will promptly communicate the status of the complaint to the person affected. We understand the importance of keeping you informed and will make every effort to address your concerns on time.

PHASE III

If the complaint remains unresolved during Phase II, it will progress to Phase III. At this stage, all members of the Committee will thoroughly investigate and address the complaints within a strict timeframe of 30 days from the date of complaint submission. Additionally, prompt communication will be provided to ensure that all aggrieved individuals are kept informed throughout the process.

Our Company takes complaints seriously and aims to provide swift resolutions. We are committed to addressing all concerns within a maximum of 30 days from the date the complaint is filed. Your satisfaction is our top priority!

Note: If, for any reason, the Company is unable to resolve your complaint within 30 days of you filing it, rest assured that we will promptly notify you of the delay. We will provide a written explanation of our reasons for the delay and inform you about the steps we have taken to address your complaint.