Grievance Redressal Committee

Phygicart E-Commerce Private Limited has constituted a **Grievance Redressal Committee** to address and resolve complaints received from the general public. The committee comprises three senior officials of the Company, ensuring fair, impartial, and judicial handling of all grievances.

Nodal Officer:

- **Mr. Ajesh P R**
  Nodal Officer for Grievance Redressal
  Tel: +91 92070 16000

Committee Members:

- **Mr. Krishna Kumar R**
  Committee Member
  Tel: +91 92070 17000

How to File a Complaint:

Complaints can be submitted through any of the following modes:

- **Phone:** +91 92070 15000
- **Email:** support@phygicart.com

Postal Address:
Phygicart E-Commerce Private Limited
M.C. Tower (37/22007),
C. Achuthamenon Road, Poonkunnam,
Thrissur – 680002
Tel: +91 92070 15000

Grievance Redressal Procedure:

- Every complaint will be **numbered** and **registered electronically**, and an **acknowledgement with registration number** will be sent to the complainant.
- The committee will **independently and judicially** assess the complaint, including **personal verification** if required.
- The committee holds the authority to give **appropriate directions or recommendations** to the Company, its employees, or direct sellers involved.
- All complaints will be **resolved within 45 days** from the date of receipt.
- All proceedings will be **recorded and maintained** by the committee for future reference.
- The complainant will be notified of the **final decision** through electronic communication.
- The committee assures **impartial and judicial proceedings** in every case.