

MECHANISM FOR REGISTERING & RESOLVING CONSUMER GRIEVANCE

A. In the event of any dispute, controversy, or claim arising out of or relating to the agreement, including any questions regarding its existence, validity, or termination, or regarding any practice or conduct concerning their respective businesses, or concerns relating to the Company's products including return/refund/delay in deliver/wrong products, or the direct seller or the Customer can register the Complaint with the Grievance Officer appointed by the Company.

B. The Consumer/Customer can register complaints in the following manner:-

1. Email By writing an email to us at grievance@nexussanghi.com Grievance Officer Email ID.
2. By Post By writing a letter to "The Grievance Officer, Nexus Sanghi Private Limited , 39 B.J. Vihar Colony , Indore -452001 (M.P.)
3. Walk in By visiting any of our offices of "The Grievance Officer, 39 B.J Vihar colony, Indore -452001 (M.P)
4. Phone By calling us at Grievance Officer Number- +91 9109437970
5. Complaint Filing Mechanism is available on our website: link to web page for complaint filing.
6. Fax to Grievance Officer: Fax Number of Grievance Officer
7. The Grievance officer shall acknowledge the Complaint within 48 hours by issuing the unique complaint number.
8. The status of the Complaint may be tracked using the unique complaint number on the website, calling the grievance officer or writing to the Grievance Officer either through email or Post.
9. The Grievance Officer shall make all possible attempts, including mediation/arbitration, to resolve the Complaint within a period of one month from the date of receipt of the Complaint and, in case of delay of more than a month, reasons for the delay and the actions taken on the Complaint, are informed to the complainant in writing.
10. If the complainant is unsatisfied with the resolution, they may directly approach the Grievance Redressal Commission with their concerns.
11. The Details of the Grievance Redressal officers are as follows:

S.No.	Name of Grievance Officer	Designation:	E-mail address	Landline Number	Mobile Number	Fax
1.	Ravi Sanghi	Director	grievance@nexusanghi.com	-	+91 9109437970	-

The document has been uploaded to www.nexussanghi.com to ensure compliance with all applicable laws and regulations currently in force. For any questions or concerns regarding this document, please contact us at admin@nexussanghi.com.

Place: INDORE

Date: 01-07-2025

Company Secretary Signature:

Reena Bansal

Company Secretary Name: Reena Bansal

Designation: Practicing Company Secretary

Telephone no.: 9425064325

Email: reena bansal21@yahoo.com