

GRIEVANCE REDRESSAL MECHANISM

: THE CONSUMER GRIEVANCE REDRESSAL MECHANISM:

1. Objective

The Consumer Grievance Redressal Mechanism is framed to provide best customer services and to comply with the Rules or Guidelines issued by the Government.

The purpose of the mechanism is to ensure that:

- ✚ All customers are always treated fairly and without bias.
- ✚ All issues raised by customers are dealt with courtesy and resolved on time.

2. Acknowledge and tracking of Complaints

- ✚ All the complaints received by the Grievance officer must be acknowledges and tracked for end-to-end resolution
- ✚ Grievance MIS is submitted to the Grievance Redressal Committee or the management on a monthly basis

3. Decision of Complaints

The Grievance officer and department heads are responsible jointly and severally for resolution provided by their teams and for closure of customer issues/complaints.

4. Time frame for reaction

The turn-around time for responding to a complaint is as follows:

- (i) The Grievance officer will acknowledge the receipt of any consumer complaint within forty-eight hours.
- (ii) Normal cases (other than the one mentioned below): 5-7 working days
- (iii) Cases involving Quality/Damage issues: 15 working Days
- (iv) Cases involving 3rd party (Courier partner, Banks or financial institutions): 15 working days
- (v) For all the complaints received from the regulator, timelines as mandated by respective regulator will be adhered to. In case need additional time, the Company will inform the regulator requirement of additional time with expected time lines for resolution of the issue.

5. Mechanism to handle customer complaints/grievance

Customers who wish to provide feedback or send in their complaint, may use the following channels between 09:00 am and 5:30 pm, from Monday to Saturday (except on Sunday & public holidays).

Level 1

Call the Customer Care Helpline on - 9650944451

Email at customer-care.kiehls@questretail.in

Response will be provided within 2 working days.

In case the complaint is not resolved within the given time or if the customer is not satisfied with the solution provided through above channels, the customer may approach the following escalation channel with the reference of earlier communication:

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Level 2

Write to the Company at the below mentioned address

Head-Customer Care Services

Address: Quest Retail Pvt. Ltd.

7th Floor, Infinity Tower – A DLF Cyber City, DLF Phase-II Gurgaon – 122002

Email:grievance.kiehls@questretail.in

Phone/Mob.:9650944451

Response will be provided within 2 working days.

If a customer is not satisfied with the resolution provided through various channels or if the complaint/dispute is not redressed within a period of one month, the customer may submit application to National Consumer Helpline for further directions.

6. Review of the policy

The Grievance redressal committee or management shall review the policy annually and otherwise as it deems appropriate.

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