

CUSTOMER GRIEVANCE REDRESSAL POLICY

Purpose:

Valiant Organics Limited (Valiant) offers consumers top-notch goods and services, aims to uphold and improve the Company's reputation. The Company is dedicated to being responsive to the needs and concerns of potential customers and to resolve their complaints as quickly and amicably as possible. The Company views feedback from its customers—including complaints and compliments—as an opportunity to improve for the future.

This policy is created to offer instructions on how we receive and handle customers feedback. When responding to a customer complaint, we are dedicated to acting consistently, fairly and impartially.

Objective:

- To inform customers about our complaint registration and resolution procedures.
- To ensure that the organization's concerned employees are aware of our complaints-handling procedure.
- To ensure that any complaint regarding our goods and services is looked into fairly, taking into account all available data or proof.
- To actively secure customers' personal information by taking appropriate precautions.

How customers can reach us?

- By dialling ([+91-22-6797 6683](tel:+912267976683)).
- By completing a form on our website - <https://www.valiantorganics.com/contact.php>
- By writing to- 109, Udyog Kshetra, 1st Floor, Mulund Goregaon Link Road, Mulund (W), Mumbai - 400 080 INDIA.
- By emailing us at info@valiantorganics.com

What information shall the customer enter while registering the compliance?

In order for us to get all the information needed to analyze the complaint, the customer must clearly identify the problem and/or respond to inquiries. Where necessary, we may get in touch with the customer to ask questions or request more information.