

Grievance Redressal Policy

Policy Statement: We at **Searchway Global Fashion (OPC) Private Limited** value our consumers/Independent Distributors at most. So, any dispute rising between the Consumer/independent distributor & Company will settle down by our Grievance Redressal Team as per our policy & given Him / Her a proper solution to the problems of the consumers. All complaints are handled in an expeditious and professional manner to maintain the highest level of service and to help satisfy the regulatory obligations of the Company. By dealing with Complaints efficiently, professionally, and consistently, the Company will help to ensure that customers are treated fairly and with courtesy and respect, and that customer concerns are addressed promptly.

Grievance Policy:

1. If any of our independent distributor or our customers is facing any kind of problems in company. The He /She can raise concern to the company through our Customer Care Helpline number/care Email Id given on our website <https://searchwayglobalonline.com/>
2. Independent Distributor/ Customers can raise his concern within the 30 days of happening of event or problems.
3. Company's Grievance Redressal team will provide adequate solution to the raised concern within the 30 days of the date of Date of Raising concern.
4. Grievance Redressal Team will provide solution to consumers according to company Policies mentioned on the website
5. Company reserves all rights to amend/modify any of policies