

GRIEVANCE POLICY

Uselocator India Private Limited believes that excellence in customer service is an important imperative for sustained business growth. As a service organization, customer service and customer satisfaction are our primary focus. Our goal is to ensure that our customers receive exemplary service across all our touchpoints. This policy encompasses a structured grievance redressal mechanism and a framework for addressing customer grievances and complaints

Uselocator will treat its customers in a transparent and fair manner and will address customer complaints with courtesy and in a timely manner.

PRINCIPLES GOVERNING THE COMPANY'S POLICY

The Company's Grievance Redressal Policy is governed by the following principles:

- Customers shall always be treated fairly.
- Complaints raised by customers shall be attended to with courtesy and in a timely manner.
- Customers shall be fully informed of the avenues available for grievance redressal within the organization and of their right to approach the Nodal Officer if they are not fully satisfied with the response provided by Customer Support.

Our staff undergoes regular training to ensure that customers' queries and grievances are handled efficiently and professionally. They are encouraged to work in a manner that helps build customer trust and confidence. This commitment is reflected in both our operations and customer communications.

The primary reasons behind customer queries are regularly analyzed and addressed to eliminate their root causes. This continuous improvement process helps enhance the overall quality of our services over time.

COMPLAINTS REGISTRATION

1. You can also register your complaint with sending an email from your registered email ID to us at helpdesk@uselocator.in
2. You can also register your complaint our customer care number at **+91 9993332161**
3. We offer customer support service 08:00 AM and 10:00 PM on all 7 days of the week.

RESOLUTION OF COMPLAINTS

1. We are committed to providing a first response within 24 hours of receiving the complaint.
2. We aim to resolve all Level 3 complaints within 7 business days. Any delay in the resolution time shall be proactively communicated to you.

GRIEVANCE OFFICERS

In accordance with Information Technology Act 2000 and rules made there under, the name and contact details of the Grievance Officer are provided below -:

1. *Mr. Shishir Acharya*

E-7/80, First Floor, Near Sai Board, Arera Colony, Bhopal, Madhya Pradesh 462016

Phone - 9479793344

Email – Info@uselocator.in

2. *Miss Kavya Pathak*

E-7/80, First Floor, Near Sai Board, Arera Colony, Bhopal, Madhya Pradesh 462016

Phone - 6260373490

Email – kavya@uselocator.in