

## **Customer Grievance Redressal Mechanism**

### **Customer Complaint/Query Resolution Process & System:**

1. In case a customer have any Query and complaints he/she may please reach out to our Customer Experience team through any of the following options:
  - Write to us on [info@pranutra.com](mailto:info@pranutra.com) from your registered email address Call on
  - our numbers 080 49574761 (or) +91 9353041087
2. In case the customer did not receive a response within 15 days or if he/she are not satisfied with the resolution, he/she can approach our Director on below mentioned address:

**Director**  
**PraNutra Wellness Pvt Ltd**  
No.71, First Floor, 4th Main,  
West of Chord Road, 4th Stage,  
3rd Block, Basaveshwara Nagar,  
Bangalore - 560 079  
Mail Id: [shiv@prakruti.com](mailto:shiv@prakruti.com)