

SUDHVEST PRIVATE LIMITED

CONSUMER COMPLAINTS & FEEDBACK POLICY

Applicable to SUDHVEST and NUTRALICKS

Purpose

At Sudhvest Private Limited, we are committed to providing our consumers with products that meet our standards of quality, safety, hygiene and reliability. We value consumer feedback, including complaints, suggestions and appreciation, as an important opportunity to understand consumer expectations and continuously improve our products and services.

This policy establishes a clear and transparent process for receiving, recording, reviewing and resolving consumer complaints relating to our products and services under SUDHVEST and NUTRALICKS. We aim to handle every complaint in a fair, consistent, respectful and timely manner, while protecting the personal information shared by consumers.

Our Objectives

Make consumers aware of how they can register a complaint or provide feedback.

Ensure every complaint is properly recorded and acknowledged.

Review and investigate complaints fairly using the information and evidence available.

Provide appropriate responses and work towards resolving complaints as efficiently as possible.

Identify recurring issues and take corrective or preventive action wherever required.

Protect the confidentiality and personal information of consumers.

How Can Consumers Reach Us?

Consumers can contact Sudhvest Private Limited through the following channels:

Customer Care: +91-9147713328

Email: sudhvestofficial@gmail.com

Website: www.sudhvest.com

Consumers may contact us regarding: Product Quality | Product Safety | Packaging | Product Information | Availability | Distribution | Service | Suggestions | Other Consumer Concerns

What Information Should the Consumer Provide?

To help us understand and investigate a complaint efficiently, consumers may be requested to provide:

Consumer's name and contact details

Product name

Batch / Lot Number

Date of manufacture, where applicable

Expiry / Best Before date

Place and date of purchase

A clear description of the nature of the complaint

Photographs or videos of the product and packaging, where available

Purchase details, invoice or other supporting documents, where available

The product sample and original packaging, where required for investigation.

Protection of Consumer Information

Any personal information provided by a consumer will be used only for the purpose of handling, investigating and resolving the complaint or feedback, or for related customer-service purposes. We will take reasonable steps to protect consumer information against unauthorized access, use or disclosure, subject to applicable legal and regulatory requirements.

Our Complaint Handling Process

1. We Receive & Acknowledge

Once a complaint is received, we will record the complaint and provide an acknowledgement / complaint reference number, wherever applicable. The reference number may be used for future communication regarding the complaint.

2. We Record

We maintain appropriate records of complaints and relevant communications so that complaints can be reviewed systematically and recurring concerns can be identified.

3. We Review

Our team will conduct an initial review of the complaint. Where necessary, we may contact the consumer to obtain additional information, clarify the concern or request supporting evidence.

4. We Investigate

Where a product-related investigation is required, the information provided by the consumer, product details, batch information, photographs, packaging and other available evidence may be reviewed. Where necessary, the product sample may be requested for further examination.

5. We Respond

Following the review and investigation, we will communicate the outcome or an appropriate update to the consumer. Consumers may quote their complaint reference number when seeking an update on their complaint.

6. We Close

Once the complaint has been appropriately addressed, we will record the resolution and close the complaint. Where further action is required, the complaint may remain open until the necessary corrective action or response has been completed.

7. We Improve

Consumer complaints and feedback are valuable inputs for improving our products and processes. Where appropriate, we will examine complaint trends and take corrective, preventive or improvement measures to reduce the likelihood of recurring issues.

Our Commitment to Consumers

Listen carefully: We value every genuine consumer concern and feedback.

Respond responsibly: We aim to provide appropriate communication and assistance.

Investigate fairly: Complaints will be reviewed based on the information and evidence available.

Protect consumer information: We take reasonable measures to safeguard personal information.

Learn and improve: We use meaningful feedback to improve our products, processes and consumer experience.

Contact Us

SUDHVEST PRIVATE LIMITED

+91-9147713328

sudhvestofficial@gmail.com

www.sudhvest.com

Brands: SUDHVEST | NUTRALICKS

Your Feedback Matters. We Listen. We Improve.

Sudhvest Pvt.Ltd. | Consumer Complaints & Feedback Policy