

Grievance Redressal Mechanism

- All Consumer Complaints are submitted through the Online Portal, Email or Phone & will be issued a support ticket number using which the complainant can track the status of the specific complaint
- The person who submits the complaint / request can review the status by calling our customer care using phone number +91 9825160806
- All Grievance complaints which are likely to be resolved within 15 days are solved at the lowest level of escalation matrix i.e. by the customer care representative who is answerable to the the officer mentioned below
- If the nature of the complaint is such that is not likely to be resolved within 15 days, the complaint will be escalated to the respective officer mentioned below
- The standard resolution timeline is 15 working days from the date of submission
- The escalated complaints are to be resolved within 30 days from the date of submission
- Due to any circumstances if the complaint is not resolved within 30 days, company will reach out to the complainant and explain the reasons & steps taken to resolve the complaint

Name of Officer	Contact Details	Resolution Timeline	Assignment / Escalation Trigger
Mahesh Tulasibhai Panchal	bhavikayurveda@gmail.com +91 9825160806	15-30 Days	Complaints which can take longer than 15 days <ul style="list-style-type: none"> • Refunds
Mahesh Tulasibhai Panchal	bhavikayurveda@gmail.com +91 9825160806	15-30 Days	Product / Services Related Complaints which have taken longer than 15 days
Mahesh Tulasibhai Panchal	bhavikayurveda@gmail.com +91 9825160806	less than 15 Days	All Consumer complaints which can be resolved within 15 days <ul style="list-style-type: none"> • Product / Services Related • Refunds