

Customer Grievance Redressal Policy of Wakefit Innovations Private Limited

If you feel we can improve our service pertaining to any products of Wakefit, you can contact us on the below mentioned touch points and we will be glad to assist you.

For all your queries and redressals, you can contact us on:

Level 1: Customer Support

We recommend you go through our Contact Us page (<https://www.wakefit.co/contact>) on the website that provides the means to raise as well as track all your queries and complaints. Once you raise the ticket, a representative of the Company will contact you within 1-2 business days to solve your queries/complaints.

You can also contact our customer service team via:

- a phone call (+91 9883333123)
- website [chat](#) on www.wakefit.co
- logging in to [My Orders](#) section using your registered email address and password

Level 2: Customer Service Escalation

If your concern/query is not addressed within the promised timeline or if you are dissatisfied with the response from Level 1, you can reach out to our escalation desk via email. You can write to escalations@wakefit.co and we will respond to you within 1-2 business days from the receipt of your email.

Level 3: Grievance Officer

If your query remains unresolved, you can escalate the matter to our Grievance Officer. You can contact our Grievance Officer - Mr. Premanand Nayak via email at grievance@wakefit.co. We will respond within 2-3 business days from the date of receipt of your email.

Level 4: Nodal Officer

In the unlikely event that your issue remains unresolved to your satisfaction despite escalating to our Grievance Officer, you can reach out to our Nodal Officer – Mr. Rachit Saran via email at nodal_officer@wakefit.co. We will respond within 3-5 business days from the date of receipt of your email.