

# Customer Grievance Redressal Policy of Wakefit Innovations Private Limited

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

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

## **Level 1: Customer Support**

We recommend you go through our Contact Us page (<https://www.wakefit.co/contact>) on the website which 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 reach our customer service teams via:

- A phone call (+91 9883333123)
- Clicking on the “Chat with us” option by visiting the following page <https://www.wakefit.co/contact-us>

## **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](mailto: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. Kavi D. via email at [consumergrievance@wakefit.co](mailto:consumergrievance@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. Premanand Nayak via email at [nodal\\_officer@wakefit.co](mailto:nodal_officer@wakefit.co). We will respond within 3-5 business days from the date of receipt of your email.