



## **DXN GRIEVANCE REDRESSAL POLICY**

### **INTRODUCTION**

The present policy aims to address your queries, feedback and grievances that may arise during your experience with DXN. This would also allow us as a company to establish an excellent platform wherein the views, ideas, suggestions, customer reviews and complaints can be addressed. Keeping up with the spirit of DXN, we have framed the present policy that is inclusive of legal requisites as well.

### **DEFINITIONS**

- i) **“Distributor”** shall mean a person who has applied under the Distributorship Rules and Regulations, Clause-1 and whose application has been accepted by DXN.
- ii) **“DXN”** shall mean a DXN Marketing India Pvt. Ltd., a company incorporated under the Companies Act, 2013 having its registered office at New No.69 (Old No.29), Eldams Road, Teynampet, Chennai - 600 018, Tamil Nadu, India.
- iii) **“Grievance”** includes any communication that expresses dissatisfaction with respect to conduct or any act of omission or commission, or deficiency of service and would include the following:
  - (1) Non receipt of bonus
  - (2) Non receipt of IPIN
  - (3) Product Enquiry
  - (4) Product Complaint
  - (5) General Enquiry
- iv) **“Ticket Number”** refers to the unique identification code or number issued against each grievance or complaint received by DXN. This ticket number can be used by any party to quickly and easily identify the complaint.

### **MODES OF REGISTERING A COMPLAINT/GRIEVANCE**

We receive grievance(s) or complaint(s) only through the online mode made available at our website and the same can be accessed at <https://www.dxnindia.in/complaint.php> . Any person having any of the grievance or complaint specifically listed under the definition of “grievance” can register the same at the portal as displayed in the image provided within this clause.



You can also send your complaint or queries regarding customer service to our Person(s)-in-charge appointed for both North and South region through e-mail, details of whom are provided at the link: <https://www.dxnindia.in/contact.php>.

## GRIEVANCE REDRESSAL FORM

  
  
  
  

Enter in Details of Complaint / Suggestion

  

--Select Department--

  

Choose File No file chosen

Select an image to Upload (Optional)

  
  

PFBL21

Please click the below link to access the form  
<https://dxnindia.in/complaint.php>



## **GRIEVANCE REDRESSAL PROCEDURE**

- i) Kindly note that every grievance or complaint can be lodged only through the online mode and the same shall be acknowledged only when lodged as per the provided mode.
- ii) You will be required to provide complete information that helps identify you, contact you, states your grievance/complaint/query and help us ascertain its authenticity.
- iii) If you have contacted us through any of the customer care numbers provided at <https://www.dxnindia.in/contact.php>, the concerned person-in-charge will attend and assist you. He/she will record details regarding your grievance which will include but would not be limited to Distributor Code, Distributor Name, Bonus PIN, Complaint/Suggestion/Query, concerned department, picture of the product(s) and other accompanying details (if any).
- iv) After you have contacted us through the aforementioned means, we will provide you with a unique Ticket Number which will be a valid acknowledgement of the complaint lodged by you. This ticket number will be used for quick reference.
- v) If you do not receive any acknowledgement of your complaint/grievance within forty-eight (48) working hours, kindly contact us at our Grievance Redressal or Customer Care Number provided under 'Contact' section which can be accessed at: <https://www.dxnindia.in/contact.php>
- vi) The issue lodged by you will be attempted to be resolved within thirty (30) working days from the day the acknowledgement along with Ticket Number was provided to you.
- vii) The grievance/complaint received by us would be verified for its correctness and the solution will be given accordingly.
- viii) DXN reserves its right to seek further information deemed necessary for the redressal of complaint made. In below mentioned categories of enquiries, the DXN would require the following information/documents:
  - (1) Bonus Enquiry: Membership details; cash bill details.
  - (2) Product Complaint: Membership details; Cash bill details, Batch No.; Product photos/videos.
- ix) Any general enquiry would be replied with appropriate information.
- x) We will communicate the resolution reached to you, at the earliest through a reply. In instances where a product's deficiency requires replacement, the same would be done through the respective branch.



xi) After reaching the resolution and acceptance of the same by the Distributor, the Complaint Number (ticket number) will be closed and the document will be filed in customer service.

### **GRIEVANCE REDRESSAL OFFICER**

The details of designated Grievance Redressal Officer i.e. Name, Phone No. and e-mail have been duly provided at the Contact section of DXN's website which can be accessed through this link: <https://www.dxnindia.in/contact.php> .

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