

# Grievance Redressal Committee

Phygicart E-Commerce Private Limited has constituted a **Grievance Redressal Committee** to address and resolve complaints received from the general public. The committee comprises three senior officials of the Company, ensuring fair, impartial, and judicial handling of all grievances.

## Nodal Officer:

- **Mr. Ajesh P R**  
*Nodal Officer for Grievance Redressal*  
☎ +91 92070 16000

## Committee Members:

- **Mr. Santhosh Kumar**  
*Committee Member*  
☎ +91 75938 12771

---

## How to File a Complaint:

Complaints can be submitted through any of the following modes:

- **Phone:** +91 92070 15000
- **Email:** support@phygicart.com

## Postal Address:

Phygicart E-Commerce Private Limited  
Door No. 08/107/C11,12,  
3rd Floor, E-Town Shopping, East Fort,  
Thrissur, Kerala, India – 680005  
☎ +91 92070 15000

---

## Grievance Redressal Procedure:

- ★ Every complaint will be **numbered** and **registered electronically**, and an **acknowledgement with registration number** will be sent to the complainant.
- ☐ The committee will **independently and judicially** assess the complaint, including **personal verification** if required.
- 🗑 The committee holds the authority to give **appropriate directions or recommendations** to the Company, its employees, or direct sellers involved.
- ⌚ All complaints will be **resolved within 45 days** from the date of receipt.
- 📁 All proceedings will be **recorded and maintained** by the committee for future reference.
- ✉ The complainant will be **notified of the final decision** through electronic communication.
- ⚖☐ The committee assures **impartial and judicial proceedings** in every case.