

Grievance Redressal Mechanism

The mechanism is prepared by Garagepreneurs Internet Private Limited, brand name “slice” (herein after “Company”).

Objective

It is our primary responsibility to focus on customer service and satisfaction, being service organisation. This document details the mechanism of redressal of customer complaints.

The key objective of this Grievance Redressal Mechanism (GRM) is to ensure the following:

- 1) All concerns/complaints raised by Customers are resolved in effective and timely manner, leading to their satisfaction;
- 2) Through Customers’ feedback, we are able to improve our processes and products;
- 3) In an event that the Customer is not satisfied with the resolution provided to him, he can escalate the issue to higher level in the organization.
- 4) The Company will endeavour to resolve all grievances expeditiously. If the matter is not resolved within the prescribed time period or is not capable of being resolved, then the customer shall be informed appropriately at the earliest opportunity.
- 5) All communication in relation to the GRM shall be in writing.

Escalation Matrix and Timelines:

Step 1:

As a 1st Step, if a customer has a complaint, the customer can write to the Company directly through Company’s app called slice app under help and support page (slice app>Profile>help and support) or can share their complaint on help@sliceit.com. The customer will receive an acknowledgement from Slice within 48 hours of making the complaint. Depending on the query/dispute/Complaint, a written reply/resolution will be sent to the customer within 5 business days at his/her registered mail id. The details of the slice app and mail id are mentioned below:



Slice App	Help and Support (slice app > Profile > help and support > raising a ticket)
Email	help@sliceit.com
Phone	+91-8047096430

While raising a complaint, each compliant shall have the following information:

- a). Customer's complete name
- b). Customer's complete correspondence address
- c). Phone number
- d). email address
- e). Details of the complaint

Step 2:

As Step 2, if the customer is not satisfied with the response of the customer care team, the customer can contact the Grievance Redressal Officer of the Company. The Grievance Redressal Officer will respond **within 15 business days** of the receiving the Complaint.

The details of Grievance Redressal officer are mentioned below:

Name	Vikram Krishnan
Address	Indiqube Ashford Park View, First Floor, Municipal No.9, 80 Feet Rd, Industrial Layout, Koramangala 3rd block, Ward No 68, Bengaluru - 560034, Karnataka
Email id	customergrievance@sliceit.com
Phone	080 - 4831 8327



The details of Nodal Grievance Redressal officer are mentioned below:

Name	Shaique Mustafa
Address	Indiqube Ashford Park View, First Floor, Municipal No.9, 80 Feet Rd, Industrial Layout, Koramangala 3rd block, Ward No 68, Bengaluru - 560034, Karnataka
Email id	shaique.mustafa@sliceit.com
Phone No.	+91-9474841416

Display of GRM

The customers can also access the GRM on the website of the Company through the link <https://sliceit.com/>

