



THE MODERN LIVING

GRIEVANCE REDRESSAL MECHANISM FOR CONSUMERS

Submit Your Grievance

You can submit your grievance:

- By sending an email to contactus@themodernliving.com
- Contacting the call center at 022 27881234 (Operational hours from 10:00 AM till 6:00 PM all working days)

What All Information Is Required?

To better help and resolve your issue(s) at the earliest, please ensure you mention all the details like:

- Contact information – registered mobile number & email address
- Explain the issue and expectation clearly
- Details of previous interactions, ticket number and communications for reference (if any)

Acknowledgement

On submission of complaint, you will receive an official communication from our end, within 48 working hours of receipt of such complaint. This will be sent through email on your registered email address

Solution / Closure Timeline

Timelines to resolve the issue will be mentioned in the acknowledgment email. This will be basis on the nature of complaint/issue. However, resolution of complaint will be done normally within a period of one month from the date of receipt of the complaint and in case of delay of more than a month, reasons for the delay, and the actions taken on the complaint, will be informed to you in writing. On resolution, you will be communicated through email.

Details Of The Grievance Redressal Officer:

Name	Email ID	Contact No.
Pooja Gandhi	pooja.gandhi@ionexchange.co.in	+91 9819112081

For ION EXCHANGE (INDIA) LIMITED


Company Secretary