

Service Guarantee and Customer Satisfaction Policy

Policy Objective

1. To set new service standards to fulfill customer requirements.
2. To increase trust and reliability factor of brand 'R. Wadiwala'
3. To improve commitment to deliver solution to customers' service request by meeting customers' needs within stipulated time period.
- 4. To uniquely self penalize by crediting Rs 250 to customer's account in case of failure to provide resolution of service request as per set rules within this policy.**

Customer satisfaction helps drive repeat business and should remain top priority for any service-oriented business. One needs to be 'a step ahead' than just meet customers' need.

In order to prioritize customer satisfaction as an organization goal / responsibility, we have determined to offer guarantee to all our customers / business associates to provide resolution of service request within 36 working hours. Customers / Business associates will be informed about the extension of the deadline within 36 working hours, if the processing of the request is expected to take more time due to special nature of such request.

Business Associate or Customer can call our board line 0261-6673500 to register a service request. Business Associates are requested to preferably use link provided in their login to place such requests. All such service requests are registered on our system called 'Helpdesk'. On successful registration of the service request, customer will receive SMS and/or email stating the request number. All such service request will be resolved within 36 working hours and customer will also be confirmed about the same by the way of SMS and/or email. In case of failure to do so, R Wadiwala will credit Rs 250 to the customer's account by the way of self penalty for not adhering to service commitment. This policy will be applicable to registered customers or business associates of R Wadiwala Group.

