

**Address:**

N.B. Apartment, First Floor, Block 2,  
Holding No. 13/A, Station Road (Nalta),  
Kolkata, West Bengal, India 700079

**Website:**

www.myehpl.com

**Email:**

info@myehpl.com

**Phone:**

1800 3137 879

**ENROOTS HORIZON  
PRIVATE LIMITED**

GST No:19AAHCE3661M1Z6  
CIN No:U52100WB2022PTC258833

## Grievance redressal mechanism

If any consumer is having any grievances related to our products or services than he/she can send us an email on **Support@myehpl.com** or can call at our customer care number 1800 3137 879 or can submit the grievance by logging on to our website [www.myehpl.com](http://www.myehpl.com)

**Details Required: Following details are required for submission of grievance:**

- Associate Buyer Number
- Name, contact number, email address
- Detailed description of the issue
- Attachments including photos, bill, invoices etc.

**Acknowledgement & Process:** Once you provide the above mentioned details and submit your grievance, then a ticket number will be issued to you within 48 working hours (excluding Sunday and Public Holidays) and the same to be sent to you on your email id and mobile number provided by you in your grievance application and your grievance will be redressed within a month's time from the date of its receipt.

**Appeal/Escalation:** If you are not satisfied with the response you received from above process then in that case, you can submit the following detail to appeal/escalate your matter to our grievance redressal officer (details of grievance office is provided in schedule enclosed herewith):

- Details of first grievance and response you received out of this.
- Reason for appeal

After you provide the above mentioned details and submit your grievance, then a ticket number will be issued to you within 48 working hours (excluding Sunday and Public Holidays) and the same to be sent to you on your email id and mobile number provided by you in your grievance application and your grievance will be redressed within a month's time from the date of its receipt.

**Tracking of Complaint:** You can track the ticket number provided to you by logging on to our website and you can also know the status by calling our customer care number 1800 3137 879.

## Schedule

**Details of Grievance Redressal Officer:**

Name	Email ID	Contact No.
RINTU HALDER	<a href="mailto:grievance@myehpl.com">grievance@myehpl.com</a>	+91 8479904298

ENROOTS HORIZON PVT. LTD.

*Kunchy Choudhary*  
Director