

**Address:**

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

Email:

info@myehpl.com

Phone:

1800 3137 879

**ENROOTS HORIZON
PRIVATE LIMITED**

GST No: 19AAHCE3661M1Z6
CIN No: U52100WB2022PTC258833

Payment Policy

1) ENROOT HORIZON PVT LTD (Hereinafter referred to as ENROOT) has associated with the following Banking/Nonbanking Institution (s) and Payment Gateways, including their contact details, to facilitate easy remittance of any payment to ENROOT on any account whatsoever:

Bank Account(s)**(A) AXIS BANK :**

A/c Number: 923020006884626

IFSC Code : UTIB0004480

(B) HDFC BANK :

A/c Number: 50200073614284

IFSC Code: HDFC0000106

(C) ICICI BANK :

ICICI Bank Account number: 397005500245

IFSC Code: ICIC0003970

Payment Gateway (s) Accounts:**(A) via Razorpay (Merchant ID : NgDkuRBcvvJbAs)**

ICICI Bank Account number: 397005500245

IFSC Code: ICIC0003970

(B) Via phonepe (Merchant ID: M22PY7R3ZEH5Y)

A/c Number: 50200073614284

IFSC Code: HDFC0000106

2) Any charges levied by the above-mentioned Banking/Non-banking Institution (s) and Payment Gateways, Shall be borne by ENROOT. However, ENROOT shall in no way be responsible for any charges whatsoever recovered from the remitting Direct Seller/Consumer, by those Banking/Non-banking Institution (s) and Payment Gateway(s) which have remitted the amount(s) to the above-mentioned ENROOT Accounts.

3) The security of the payments to the above-mentioned ENROOT accounts has been secured by the respective Banking/Non-banking Institution (s) and Payment Gateway(s).

CERTIFIED TRUE COPY



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

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	grievance@myehpl.com	+91 8479904298

ENROOTS HORIZON PVT. LTD.

Kunchy Choudhary
Director

CERTIFIED TRUE COPY

