

Customer Grievance Redressal Policy for Knowurskin

Knowurskin aims to provide the best experience to our customers. However, if you feel we can improve our service, you can contact us through the below-mentioned channels, and we will be glad to assist you.

Level 1: Customer Support

You can contact our customer service team via email at **support@skinmitra.com**. Our team will address your concern or query within **7 business days** of receipt.

Level 2: Grievance Officer

If your query remains unresolved, you can escalate the matter to our Grievance Officer. Please contact the Grievance Officer at **vivekananda.kukkapalli@skinmitra.com** with the details of your previous interaction with our customer support team. We will respond within **3 business days** from the date of receipt of your email.

If you wish to speak with us, you can call us at **+919515059268**, Monday to Friday between **9:00 AM and 6:00 PM**.

We value your feedback and are committed to resolving your concerns promptly and efficiently.