

## **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.