

Customer Care Policy

Preamble

UFlex limited (hereinafter referred to as 'UFlex', 'The Company') wishes to create shared value for its customers across its value chain, with an aim to ensure that the customers are treated fairly at all levels, thereby promoting a healthy and a prosperous relationship. Customer satisfaction is the key to our success. The Company is committed to proactively seeking views, opinions, ideas, and suggestions from customers on various aspects of its products/services, with an underlying objective of customer experience enhancement.

Purpose

This Policy lays out a common set of guidelines for the Company to help provide all customers with the highest quality of service.

Scope

This policy shall be applicable to all the customers under various segments of UFlex's business across India.

Policy Statement

The Company shall ensure to:

- Respond to customer feedback/ queries and grievances in a professional, responsible and timely manner while maintaining confidentiality
- Effectively handle customer queries.
- To keep track of customer service processes to identify areas for improvement.
- Develop products to match customer expectations and need
- Acknowledge proper product management to customers throughout the lifecycle of the product
- Conduct marketing campaigns in an ethical and truthful manner
- Provide unambiguous information of the products and additional charges applicable, if any to assure truthful and transparent relationship with the customers
- Maintain utmost confidentiality of customers' information

Grievance Procedure

Any complaint with respect to any service or product of the Company may be submitted formally through a written medium. The complaint should clearly state the details, indicating the issue faced, status of problem, etc. The same will be internally recorded and maintained through a complaint register, while ensuring that there's no gap in the transmission channel. This will be followed by a thorough investigation by the respective team and suitable preventive, or corrective measures shall be taken to avoid reoccurrence.

Master List Ref	Release Date	Review Date	Next Review Date
Version	Process Owner	Reviewed by	Approved by