

TUPPERWARE GRIEVANCE REDRESSAL POLICY

Introduction

We, Tupperware India Private Limited have our focus sets towards customer's satisfaction. We strive to provide perfection to its finest possible through our products. You, as our customer, have always motivated us to offer our best of the best. You form an important part of our company and as such, we want you to know that we are always available for you. In this spirit, we are happy to provide you with a policy that takes care of your queries, feedback, and grievances. Thus, providing an excellent platform for exchanging views, ideas, and complaints that you may have.

Our objective is to listen to you and provide solutions that are at par with our products, that you have shown your love throughout. Thus, hoping that with your help, we continue to prosper and grow. Recognising this principle, we have adopted the below policy to hear from you and provide you best possible response, always, just like our products.

Definitions:

1. **“Consumer”** shall have the same meaning as provided under Consumer Protection Act, 2019 and include any amendment, revealment, re-enactment, or substitution of the same.
2. **“Direct Seller”** refers to the person doing business on a principal-to-principal basis with us under the Direct Selling model and are authorised to conduct the same in ways governed by our Literature and includes our Sales Force other than Distributors.
3. **“Executive”** shall refer to our customer care executive.
4. **“Grievances” or “Complaint”** includes any communication that expresses dissatisfaction, in respect to the conduct, or any act of omission or commission, or deficiency of service; and in the nature of seeking a remedial action but do not include the following—
 - Complaints that are incomplete or not specific.
 - Communications offering suggestions.
 - Communications that seek guidance or explanation.

3. **“Literature”** refers to the various policies and documents issued by us from time to time to govern, regulate, or state your rights concerning us, our products, and our relationship.
4. **“Ticket Number”** refers to the unique identification code or number issued against each complaint received by Tupperware. The Ticket Number can be used by either of the Parties to quickly identify the complaint.
5. **“Tupperware India Private Limited”** includes all its subsidiaries, holdings, parent companies, etc. and references made to us, we, ours, and other similar pronouns.

Modes for Contacting Us

We want to be always available for you and listen to your concerns. As such, we provide you with all possible ways of contacting us. We can be contacted on call, e-mail, through our direct sellers or visit us at <https://www.tupperwareindia.com/contact-us>. We have provided the detailed grievance redressal procedure below, offering solutions in a time-bound manner.



You can call our Executive on 18001036678 during 10AM to 6PM from Monday to Saturday. In case, you have forgotten to call us and it's late, just send an email over to us at care@tupperwareindia.com

You can also visit us at our offices listed here at <https://www.tupperwareindia.com/contact-us> or get in touch with our Direct Sellers, not necessarily who sold you the product. Thus, fulfilling our promise of providing you with every possible way for connecting with us.

Grievance Redressors:

We have dedicated our senior and experienced members to our grievance redressal mechanism to provide care and solutions to the best of our abilities. We recognise the value you place in our products and have adopted the same ideology between us. Thus, no matter what connects us, you should always remember us with a smile and a trusted partner of your household needs!

The details of the Grievance Redressal Officers:

Name	Designation	E-mail	Contact no.
Gopal Pant	Lead- Marketing Operations & Customer Service	Gopalpant@tupperware.com	+91-124-4322222
Siddharth Sharma	Zonal Sales Manager- North & West, Sales	siddharthsharma@tupperware.com	+91-124-4322222
Indrani Datta	Zonal Sales Manager- East & North, Sales	indranidatta@Tupperware.com	+91-124-4322222

Please do not contact these persons directly and follow the process provided below as per your liking and convenience.

Grievance Redressal Procedure

1. Please provide the complete information that helps identify you, contact you, states your problem/query/feedback and help us ascertain its authenticity.

2. If you have called us at 18001036678; our Executive will attend and assist you. Our Executive will enquire regarding your grievance and take note of the required details. The details generally required include but are not limited to your name, contact details, direct seller details (who sold the product), product information such as its batch number, invoice, etc.
3. If you e-mail us at: care@tupperwareindia.com, we recommend you send the mail with subject containing "Complaint: _____" (please fill the blank as per your issue). Please ensure you elaborate upon the issue which led you to connect with us in as many words as possible and attach images towards the same, if applicable.
4. If you go to your Direct Seller, please provide him with all the details and other proofs as requested by him. The Direct Seller shall take the following:
 1. Your name and contact information such as e-mail address and mobile number.
 2. Your queries/complaints.
 3. Click pictures of the product(s).
 4. Ask you to provide a written statement of the complaint (if deemed necessary by the Direct Seller).
 5. Any other detail or document, if any.
5. If you visit us, we will be happy to welcome you in and provide you with a complete solution to your query and assist in every possible manner. We request you to bring along the product or item and other related documents with you while visiting us to hasten the process and avoid multiple visits for the same.
6. Once you have contacted us via any of the mentioned means, we will provide you with a unique Ticket Number acknowledging the complaint made. The said Ticket Number can be used for quick reference while making enquiries.
7. If you have not received any acknowledgement of your complaint from us within forty-eight (48) working hours of your complaint, kindly contact us again, preferably by mail or call.
8. We will try to resolve your issue within thirty (30) working days from the day we have provided you with the acknowledgement along with the Ticket Number. We will provide you with reasons for failing to provide a resolution to your complaint within thirty (30) working days in writing.

9. We reserve our right to seek further information or documents deemed necessary for the proper redressal of the complaint made. Failure to provide such requested information may lead to the closing of the complaint.
10. Any request for further information raised by us needs to be satisfied within ten (10) days from the date of the request. If, the complainant shall provide in writing for any additional time. However, the total number of days cannot exceed twenty (20) days cumulatively for providing us with the requested information.
11. The record of all the issues/complaints received in the preceding week with their progress is presented before the Grievance Redressal Officer(s) at least once a week.
12. All communications are recorded and maintained as a permanent record, as per the applicable law, for our users to analyse, train our Executives and efficient management for the future.
13. We will communicate the resolution reached to you at the earliest. If unsatisfied with the resolution of your grievance, please refer your grievance to any of the Grievance Redressal Officers. The reference to the Grievance Redressal Officer shall be over e-mail, including the Ticket Number, within ten (10) days from the date of receipt of communication of the resolution.

During the whole process, if you feel like you are being unheard of or have any grievance with the person handling your complaint, please write to the Grievance Redressal Officer.

In case of any query regarding the present policy, please contact us at: care@tupperwareindia.com.
