

Customer Service FAQs and Complaint Handling Guidelines

1. How can I register a complaint?

You can register a complaint by providing your full name, phone number, email address, and a description of your issue. Once all required details are received, a unique complaint ID will be generated and shared with you.

2. What kind of issues can I report?

You can report problems related to delayed deliveries, wrong or damaged products, missing items, billing errors, or poor service experiences.

3. What details are required to file a complaint?

To file a complaint, you must provide:

- Your name
- A valid phone number
- A valid email address
- The details of your complaint

If you miss any of these, we will prompt you for the remaining information.

4. I want to file a complaint about a late order. What do I do?

Just tell us your name, phone number, email, and a brief description like: “My package is late” or “I haven’t received my order.” We’ll take care of the rest.

5. Can I raise a complaint using casual or informal language?

Yes, our chatbot understands informal and rephrased language. For example:

- “Hey, my stuff’s not here yet.”
 - “This is ridiculous, where’s my order?”
 - “Need to file a complaint for bad service.”
- These will all be interpreted correctly.
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6. What happens after I submit my complaint?

You'll receive a confirmation message and a unique complaint ID. Our support team will then look into your issue and reach out if needed.

7. How do I get the status of my complaint?

Provide your complaint ID to the chatbot. It will retrieve the full complaint details, including when it was submitted.

8. What should I do if I lost my complaint ID?

If you lose your complaint ID, please check your registered email for the confirmation message. If needed, contact our support team for further help.

9. Can I change the complaint after submitting it?

Currently, updates to complaints must be handled by our support team. You can contact them with your complaint ID for further assistance.

10. What is a complaint ID and why is it important?

A complaint ID is a unique identifier assigned to your case. It is required to track, retrieve, or follow up on your complaint.

Examples of valid complaints:

- "My delivery is delayed."
 - "The item I received is broken."
 - "I was charged incorrectly."
 - "Support team did not respond."
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Alternate phrases we understand:

- "I need to file a grievance."
- "Raise a ticket."
- "Lodge an issue."
- "I want to talk about a problem I had."

- “I’m not happy with my recent purchase.”
- “Can you help me with a complaint?”