

Filing Complaints

Customers can approach Customer Service/Complaints for their concerns via the following channels:

Filing a Complaint via registered Email ID

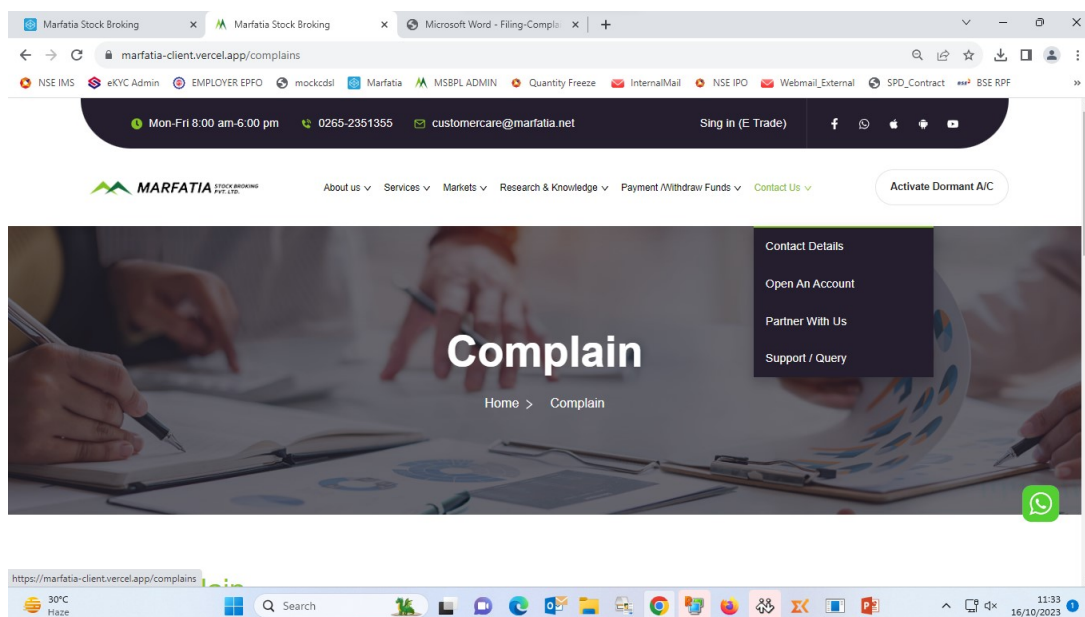
1. In the first step, the customers sends an email to one of our designated Support Email IDs.

Desk	Email ID
Customer Service Compliance Officer	customercare@marfatia.net Compliance@marfatia.net

2. We will reach out to you as soon as possible
3. Customer will be intimated once their query gets resolved.

Online Complaint Booking

1. Go to the Marfatia website: www.marfatia.net Click on Contact Us -> Support/Query



2. Enter Detail Query or Complain Click on Submit Button you will receive a Ticket Number.

The screenshot shows a web browser window with the URL `marfatia-client.vercel.app/complains`. The page has a header with the title 'Complain' and a navigation bar with links 'Home' and 'Complain'. The main content area contains a form with the following fields:

- First Name***: Enter your first name
- Last Name***: Enter your last name
- Contact Number***: Enter your contact number
- Email***: Enter email
- Select department**: select option
- Address**: Enter your address
- Your complain or query***: Type message

A green 'Submit' button is located at the bottom of the form. A WhatsApp icon is visible in the bottom right corner of the form area. The browser's taskbar at the bottom shows the date and time as 11:36 on 16/10/2023.

3. You will receive and email and SMS for the Ticket Number.
4. Once your query/request gets resolved your will be intimated for the same vie email.

Customers can reach out to our dedicated Support team via the numbers below:

Desk	Number	Timings
Customer Service	0265-2351355 0265-3513355	Monday to Friday 8:30 AM to 5 PM