GRIEVANCE REDRESSAL POLICY

TRUSTLEAD™ | Allied ITCIM Pvt Ltd
Effective date: 22 November 2026

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1. Purpose

This policy describes the process for receiving, recording, reviewing and responding to grievances relating to the TRUSTLEAD website, customer support, products, orders, payments, delivery and direct-selling interactions. It is intended to provide a clear and fair channel for raising concerns.

2. Who may raise a grievance

Customers, prospective customers, direct sellers, members and other persons interacting with TRUSTLEAD may submit a grievance. A person may raise a concern on their own behalf or, where authorised, on behalf of another affected person.

3. How to submit a grievance

Please send the grievance through the official contact channel published on the TRUSTLEAD website. The currently listed email contact is adminalliedcorporate@gmail.com. Where available, a grievance may also be submitted through the website contact facility or the relevant member-support channel.

To help us review the matter, include your name, preferred contact details, a clear description of the issue, relevant order or reference number (if any), the date of the incident and copies of supporting documents. Do not send passwords, OTPs, full payment-card details or other unnecessary sensitive information.

FOR WEBSITE USE ONLY

4. Acknowledgement and review

A grievance should be recorded and reviewed by the responsible team or designated officer. The review may include checking relevant records, contacting the concerned parties for clarification and seeking additional documents where reasonably necessary. The person raising the grievance should be given a reasonable opportunity to explain the concern.

5. Resolution and communication

After review, TRUSTLEAD will communicate the outcome or the next steps using the contact details provided. Where a matter requires additional investigation, coordination with a service provider or verification of records, an update may be provided while the review continues. Any applicable statutory rights and timelines will prevail over this general process.

6. Escalation

If the person raising the grievance is not satisfied with the response, they may request a further review through the official contact channel, quoting the earlier reference or correspondence. The matter may be escalated to the appropriate management level or designated grievance contact, as applicable.

7. Fair treatment and non-retaliation

Grievances should be handled respectfully, impartially and without discrimination. No person should be penalised merely for raising a genuine concern in good faith. Deliberately false, abusive or fraudulent submissions may be handled appropriately, without restricting lawful complaint rights.

8. Privacy and record keeping

Information submitted with a grievance will be accessed only by persons who reasonably need it to review or resolve the matter, subject to applicable law and legitimate business requirements. Relevant records may be retained for audit, legal, regulatory and dispute-resolution purposes in accordance with the applicable retention practices.

9. Matters outside this policy

This policy does not replace product-specific return terms, order terms, statutory consumer remedies, regulatory complaint mechanisms or any other rights available under applicable law. Where another published policy or law provides a more specific process, that process will apply to the extent relevant.

10. Policy updates

TRUSTLEAD may update this policy when its processes or applicable requirements change. The latest version published on the official website should be treated as the current version.

Official contact

Allied ITCIM Pvt Ltd
Jyoti Nagar, Tinsukia, Assam
Email: adminalliedcorporate@gmail.com
Website: https://mytrustlead.com/

Publication review note: Before publishing, confirm the currently appointed grievance officer/contact person, official complaint channels, internal escalation route, business hours and any legally prescribed acknowledgement or resolution timelines. Do not publish unverified officer names or service-level promises.

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