

PROFITERA PRIVATE LIMITED

Grievance Redressal & Contact Policy

Last Updated: 01 February 2026

This document forms part of the official website policies of **PROFITERA PRIVATE LIMITED** and sets out the framework for addressing user complaints and grievances in a fair, transparent, and timely manner.

1. Commitment to Users

PROFITERA PRIVATE LIMITED is committed to maintaining transparency, accountability, and service quality. The Company recognises the importance of promptly addressing user concerns and ensuring a fair grievance redressal process.

2. Grievance Redressal Mechanism

Users may raise complaints or grievances relating to platform services, transactions, participation, or policy-related matters by contacting the official support channel provided below.

All grievances are reviewed in good faith and handled in accordance with applicable laws, internal policies, and reasonable business practices.

3. Response Time

PROFITERA PRIVATE LIMITED endeavours to acknowledge and respond to grievances within a reasonable timeframe. Resolution timelines may vary depending on the nature and complexity of the grievance.

4. Contact Details

For grievance redressal or support-related queries, users may contact:

 support@profitera.net

5. Governing Law

This policy shall be governed by and construed in accordance with the laws of India. Any disputes arising in connection with this policy shall be subject to the exclusive jurisdiction of courts located in India.