

Circular No.: EIKB-CIR- 0721095

Date: 17.06.2026

Consumer Grievance Redressal Policy

Enagic India has endeavoured to provide excellent Customer Service. This policy document aims at providing redressal machinery and a review mechanism to keep the redressal machinery robust and sensitive and ensure prompt redress of customer complaints/grievances, trying to minimize recurrence thereby raising the level of service delivery.

Our Grievance Redressal Policy focuses to improve customer satisfaction by collecting feedback from customers across all business units and action plans are put in place to address key issues which are assigned to the relevant senior leaders to action.

❖ Objectives:

The objective of the policy is to ensure that:

All customers are treated fairly and without bias at all times.

1. All issues raised by customers are dealt with courtesy and resolved on time.
2. Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with our response or resolution to their complaint.

❖ Governing Law:

This policy is formulated in compliance with the Consumer Protection Act, 2019 and the Consumer Protection (Direct Selling) Rules, 2021 notified by the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, Government of India.

❖ Grievance Redressal Officer:

In accordance with the Consumer Protection (Direct Selling) Rules, 2021, the Company has designated the following officer as the Grievance Redressal Officer, who is responsible for acknowledging and redressing consumer complaints:

Name	Designation	Email	Contact Number
Sowmya Suresh	Legal Counsel	sowmya-s@enagic.com	9513112306

❖ Nodal Officer:

In accordance with the Consumer Protection (Direct Selling) Rules, 2021, the Company has appointed the following Nodal Officer who is a citizen and resident of India, responsible for ensuring compliance with the provisions of the Consumer Protection Act, 2019 and the rules made thereunder:

Name	Designation	Email	Contact Number
Sowmya Suresh	Legal Counsel	sowmya-s@enagic.com	9513112306

Consumer Grievance Redressal Committee

Consumers can pursue their complaints with the Consumer Grievance Redressal Committee, which is established by the Company for resolving the complaints of customers. The Committee consists of three officers of the Company as required under the Consumer Protection (Direct Selling) Rules, 2021, who are responsible to ensure that the complaint is resolved on behalf of the Company. They are:

Name	Designation	Email	Contact Number
Taka Minegishi	Director	minegishi@enagic.com	9916330587
Sowmya Suresh	Legal Counsel	sowmya-s@enagic.com	9513112306
Alisha Khan	Legal Associate	alisha-k@enagic.com makemarketfair@enagic.com	9513466916
Bhagyasree S	Legal & Compliance Coordinator	bhagyasree-s@enagic.com	9972497982

❖ **Office Addresses:**

Registered & Corporate Office Address: Enagic India Kangen Water Pvt. Ltd., 10th Floor, Summit Tower A, Brigade Metropolis, Whitefield ITPL Main Road, Garudacharpalya, Mahadevapura, Bengaluru, Karnataka – 560048.

Website: www.enagic.co.in

Complaints Email: compliance-india@enagic.com

❖ **Channels for Filing Complaints:**

Any member of the public or customer can submit any complaint relating to any product or service provided by the Company before the Grievance Redressal Officer or the Grievance Redressal Committee through any of the following channels:

- **Complaint in Person:** A customer can lodge a complaint in person during working hours (9:00 am to 6:00 pm) at the Corporate Office: Enagic India Kangen Water Pvt. Ltd., 10th Floor, Summit Tower A, Brigade Metropolis, Whitefield ITPL Main Road, GarudacharPalya, Mahadevapura, Bengaluru, Karnataka, India – 560048, by submitting a written application giving full details of the nature of the grievance, date of purchase, distributor from whom the purchase was made, copy of purchase invoice, and any other relevant details.
- **Complaint through Post / Mail / Email:** Customers can submit their grievances by post or through email at compliance-india@enagic.com giving full details of the nature of the grievance, date of purchase, distributor from whom the purchase was made, copy of purchase invoice, and any other relevant details.
- **Company Website:** Customers may register a grievance on the Company website – www.enagic.co.in by clicking on the ‘Grievance Redressal’ link.

- Customer Care: Customers can call Customer Care at 080-62387900 to lodge their complaint or mail at customercare-india@enagic.com

❖ **Grievance Handling and Resolution Process:**

All complaints received over phone, email, website, post, and walk-in shall be assigned a unique complaint number for tracing and tracking, and the time taken for redressal shall be recorded. The Grievance Redressal Officer shall acknowledge receipt of any consumer complaint within 48 working hours of receipt, and the complainant will be provided with a Unique Reference Number which can be quoted for ascertaining the resolution status. All complaints will be registered in the Customer Grievance Register and shall include full details of the complainant (name, address and contact details), date of receipt, facts of the complaint, and category of complaint.

The Committee will make all endeavours to resolve the complaint within 30 days (one month) of receipt. In the event that resolution requires more than one month, the reasons for the delay and the actions taken shall be communicated to the complainant in writing.

The Committee will meet within 7 days of receipt of the complaint and review the grievance. If upon review it is felt that more documents or clarification are needed, it will send a written communication to the complainant asking for such details to be provided within 7 days from the date of such communication, or such additional time as the complainant may seek.

Where the complainant fails to furnish any further clarification or documents within the time specified or fails to reply, the Committee shall form an opinion that the complainant is not interested in pursuing the complaint and will close the same, informing the complainant accordingly.

Where the information provided is sufficient to proceed, or upon receipt of any clarification or documents sought, the Committee will call upon the relevant official, employee, or distributor of the Company to furnish a reply to the complaint within 7 days from the date of such communication.

The Committee may also seek any other information or document from the Company or any other person that it deems necessary to resolve the complaint.

The Committee will not normally provide a personal hearing and will be guided by documents or information made available to it in writing. However, if it deems necessary in the interest of justice for suitable resolution of the complaint, it may give a personal or telephonic hearing to the complainant and/or the person against whom the complaint has been made.

Upon perusal of the documents and/or after hearing the parties, the Committee will give its findings. If it is found that the complainant has genuinely suffered harm or that money paid by the customer ought to be refunded, it will order the Company or the erring distributor to compensate the customer for such harm or refund the money paid. If the complaint is found to be not sustainable or mala fide, it will be dismissed and the complainant informed accordingly.

All proceedings of the Committee will be duly recorded in writing and will be available to any regulatory authority for inspection.

For Enagic India Kangen Water Pvt. Ltd.


Takayuki Minegishi
Director.

