

# Complaint Policy and Procedure

## 1. Policy Statement

"Nevat.in" is indulged in the providing services of Research Analyst through its Website named - <http://www.nevat.in>. We aim at building Trust and Transparency in our dealings. Whenever a Customer/Consumer engaged in a Successful Financial Transaction with or through our website, we do not offer any type of Refund or Return to that particular transaction or deal.

We tend to provide Refund or Return in Special cases:

- a) The transaction between Customer/Client and Nevat Investments has been Un-Successful;
- b) Service not been delivered to the customer/client within 6 months of initiation;
- c) Any other issue related to the un-fulfillment of the services.

## 2. Definitions

"Client", "Customer", "Consumer", "You" and "Your" refers to you, the person accessing this website and accepting the Company's terms and conditions.

"The Company", "Nevat Investments", "Ourselves", "We", "Our" and "Us", refers to our Company. "<http://www.nevat.in>" referred to our company's website.

"Party", "Parties", or "Us", refers to both the Client and ourselves, or either the Client or ourselves.

## 3. Complaint Procedures

Whenever a client wants to file a complaint about any listed reasons above, he/she can first approach our company via email listed on the website.

(Email: - [admin@nevat.in](mailto:admin@nevat.in))

If the query is not resolved on the email, the Client can further contact us on our Contact number which is listed on our Website (Contact: (91) 98765 51971) or contact our founder (Email Address of our Founder: - [ujvinnevatia@gmail.com](mailto:ujvinnevatia@gmail.com))

While writing an email, please mention "Complaint regarding Nevat.in" at the subject of the email. Please mention your Personal Information such as - "Name", "Contact Number", "Address", "Organization Name", "Transaction Details".

All the complaints would be reviewed by the company within 48 Hours (during working days) and the appropriate response would be provided to the client via email.

If the issue is not resolved after the Formal Complaint, the client is free to approach the concerned authorities (Government Authorities).

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