

## SmartKinda



### Escalation Level 1

If you have any suggestions / queries / complaints regarding Cancellation, Please contact us at +91-9711402774 between [9:00 AM] to [6:00 PM] on all working days except Government.

Call charges will be applicable as per tariff plan. [The number is not toll free] You can also email us your suggestions/queries/complaints at **support@smartkinda.com**

### Escalation Level 2

If you are not satisfied with the response from **support@smartkinda.com** & the Customer care @ +91-9711402774, you can Email us at **support@smartkinda.com** with the reference ticket number generated from support@smartkinda.com.

**OR**

You can write to us at **A-21, 2<sup>nd</sup> Floor, R.K. Puram, Govind Puram, Ghaziabad-201013**

### Timelines for Response:

- Queries/Concerns related to account details, transactions will be resolved within **48 working hours**
- In case of (Recharge and Billpayment) refund will be processed within 3 working days
- In case of other service refund will be processed within 7 working days after validating transaction status.
- Refund will be process by NEFT to User's Bank Account -7 days

All Issues will be resolved within 5 working days. Should we require more time for further