UNITVA™

Grievance Redressal Mechanism

At TVA Trade Link LLP, satisfaction of our Customers as well as of Distributors is at prime focus. We are committed to serve them with Industry's best practices, which minimizes incidents of dissatisfaction. Though, if such issues take place we have set up a Grievance Cell which addresses the issues and solves them in a timely manner to manage the satisfaction level of the people who deal with us.

1) **How to raise the Complaint:**

   Customers, Distributors or any other person who has a complaint with us can raise their voice in the following ways.

   A) Call to Customer Care: They can call on our Customer Care No. +91 85110 83111 & +91 85110 86111 and lodge their issues.

   B) E-Mail to Customer Care: They can e-mail their queries on our customer care email address customercare@unitva.com

   C) Feedback on our website: They can send their queries through the Grievance form, which is available on our website www.unitva.com/grievance

   D) Write a letter: They can write a letter with details of their queries and send it to our official address: TVA Trade Link LLP, Plot No G 1366, Shine Mosaic Tiles ,Kishan Gate, Metoda , Lodhika GIDC , Rajkot - 360021, Gujarat.

   E) Walk-in in Person: They can walk in and personally meet our customer care team at our official address: TVA Trade Link LLP, Plot No G 1366, Shine Mosaic Tiles ,Kishan Gate, Metoda , Lodhika GIDC , Rajkot - 360021, Gujarat.

      Timings: Monday to Saturday: 10.30 AM to 6.30 PM

   All this information is also available on our official website www.unitva.com.

2) **Complaint Ticket No.:**

   First of all, the complaint will be recorded and a complaint ticket no. will be generated. Thereafter, the complainant will be informed through email & SMS confirming that their complaint is registered, and the complaint ticket no. will be provided within 48 hrs of receipt of the complaint. With this ticket no., they can check the status of their complaint through our official website.

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3) **Time Frame:**

Once the complaint ticket no. is generated, as per the nature of the complaint, it will be passed to the concerned department and the tentative time to solve the issue will be sought. Thereafter, the complainant will be informed on email & phone about the tentative time to solve the issue.

Most of the complaints are solved within 4 working days. However, it's our commitment that every issue will be resolved within a maximum of 10 working days from the date of its registration. Once the issue is resolved, the complainant is again informed on email and phone and the ticket no. will be closed.

4) **Maintenance of Record:**

A digital complaint register is duly maintained. The Grievance Redressal Officer and Partner (In-Charge, Operation) periodically review the details.

5) **Escalation of Complaints:**

If anyone is not satisfied with the solution provided by the Customer Care Team, they can escalate their complaint to the Grievance Redressal Officer and subsequently to the following senior-most positions.

A) Grievance Redressal Officer:

Name:	Mr. Ashok Seliya
Address:	Plot No G 1366 Shine Mosaic Tiles Kishan Gate Road Metoda , lodhika – GIDC rajkot- 360021, Gujarat.
Contact No.:	+91 85110 89111
E-mail:	grievanceofficer@unitva.com
Time Frame:	4 Working Days, if complaint is escalated to Grievance Redressal Officer.

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B) Nodal Officer:

Name:	Mr. Paragraj T. Sorathia
Address:	Plot No G 1366 Shine Mosaic Tiles Kishan Gate Road Metoda , lodhika – GIDC rajkot- 360021, Gujarat.
Contact No.:	+91 85110 82111
E-mail:	nodalofficer@unitva.com
Time Frame:	4 Working Days, if complaint is escalated to Nodal Officer.

C) Partner (In Charge – Operation):

Name:	Mr. Neil S. Patel
Address:	Plot No G 1366 Shine Mosaic Tiles Kishan Gate Road Metoda , lodhika – GIDC rajkot- 360021, Gujarat.
Contact No.:	+91 85110 95111
E-mail:	neil@unitva.com
Time Frame:	4 Working Days, if complaint is escalated to Partner (In Charge - Operation).

Here are the full details of our Grievance Redressal Mechanism.

TVA TRADE LINK LLP UNITVA RAJKOT

Date : 20/10/2026
Place : Rajkot – Gujrat

TVA TRADE LINK LLP

DESIGNATED PARTNER
Neil Sanjaybhai Patel
Partner , TVA TRADELINK LLP