CUSTOMER COMPLAINT HANDLING POLICY

Company Policy Statement

POLICY COMMITMENT

NURIVA ORGANIC (PVT.) LTD. is committed to treating customer complaints respectfully, fairly and consistently. We aim to investigate concerns promptly, protect consumer safety, resolve substantiated issues appropriately and use customer feedback to improve our products and services.

Accessible complaint channels Customers may raise concerns through the official contact methods published by NURIVA ORGANIC. Staff should direct complaints to the responsible person and assist customers in providing relevant details.

Acknowledgement and recording Complaints should be acknowledged as soon as practicable and logged with a reference, contact details where provided, product identification, batch or lot number if available, purchase information and a description of the concern.

Safety-first assessment Complaints suggesting contamination, adverse reactions, incorrect labelling, product defects or other safety risks must be escalated promptly. Potentially affected stock should be assessed and controlled where necessary.

Fair investigation the responsible team will review available evidence, relevant production or supplier records, product samples when appropriate and the customer's account, while avoiding unsupported conclusions.

Resolution and communication Customers should receive clear, courteous updates and an explanation of the outcome. Where justified and consistent with applicable law and company terms, suitable remedies may include replacement, refund or another corrective measure.

Corrective and preventive action Recurring or serious complaints should be evaluated for root causes. Appropriate corrective actions, responsibilities and follow-up checks should be documented to reduce recurrence.

Confidentiality and records Customer information must be handled responsibly and accessed only for legitimate complaint-resolution purposes. Complaint records should be retained in line with applicable requirements and company procedures.

Review and improvement Management will periodically review complaint trends, response performance and the effectiveness of corrective actions, and update this policy when needed.

ACCOUNTABILITY Management is responsible for approving this policy and ensuring relevant personnel understand and follow it.

Approved by: Mr. Aurang Zeb	**Effective date**: September 1, 2025
Designation: C.E.O	**Company Seal:** NURIVA ORGANIC Private Limited

This is an internally issued company policy statement, not an independent certification or third-party endorsement.

NURIVA ORGANIC (PVT.) LTD. | Lahore, Pakistan