

RENTOMOJO | CUSTOMER GRIEVANCE REDRESSAL POLICY

1. Objective

Rentomojo Limited (*formerly known as Rentomojo Private Limited & Edunetwork Private Limited* and hereinafter referred to as “**Rentomojo**”) is committed to providing reliable rental services for furniture and appliances and ensuring a transparent, efficient, and time-bound mechanism for addressing your (“**Customer**”) grievances. This grievance redressal policy (“**Policy**”) establishes the framework for receiving, processing, and resolving Customer complaints fairly and promptly.

2. Applicability

This Policy applies to all Customers who have rented or are renting furniture and/or appliances from the Rentomojo, including issues arising before, during, or after the rental tenure.

3. Principles of Grievance Redressal

- All Customers are always to be treated fairly, equally without any bias.
- Complaints raised by Customers are dealt in a prompt, courteous and in a timely manner.
- Customers are informed of avenues to escalate their complaints and their rights in events of non-satisfaction of the resolution of their complaints
- The employees work in good faith and without prejudice, towards the interests of the Customers
- Resolutions follow a simple principle of ensuring an effective resolution.

4. What Constitutes a Grievance

- Delay or failure in delivery, installation, or pick-up
- Quality, condition, or functionality of rented furniture or appliances
- Breakdown, malfunction, or maintenance-related issues
- Issue with replacement requests
- Billing errors, rental charges, late fees, or penalties
- Security deposit deduction or refund
- Customer support or service-related concerns

5. Modes for Submitting Grievances

Customers may raise grievances by reaching out through the following:

- Email : jo@rentomojo.com
- Corporate Office Address : B Wing- 4th Floor, BHIVE Workspace, WJ88+69V
BMTC Complex, Old Madiwala, Kuvempu Nagar,
Stage 2, BTM Layout, Bengaluru, Karnataka-560068
- Chatbox available on the Platforms (*as defined in the Rental Terms and Conditions*)

Customers are encouraged to provide details such as order ID, service request ID, invoice ID, product details along with description of the issue.

6. Acknowledgement

All grievances shall be acknowledged within 72 (seventy-two) hours of receipt, along with a unique ticket or reference number for tracking.

7. Resolution Timelines

Nature of Grievance	Indicative Resolution Timeline
Delivery / installation issues	Within 7 business days
Appliance malfunction / repair	Technician visit within 7 working days
Replacement of asset	Within 10 business days
Billing / payment disputes	Within 7 business days
Security deposit issues	Within 15 business days
Pick-up or closure issues	Within 7 business days

Any grievance not covered in the table above shall be duly acknowledged by the Company and addressed in a fair and timely manner, and the Company shall endeavour to resolve the same within 15 business days from the date of receipt thereof.

Where resolution requires extended investigation, the Customer shall be informed of the reasons and revised timeline.

8. Escalation Mechanism

If a Customer is dissatisfied with the resolution, or if the Customers do not receive any response from Rentomojo within timelines mentioned in Clause 6 and 7 above, such Customer shall be entitled to escalate the grievance in accordance with the multi-level escalation mechanism set out below.

Level 1 Escalation:

The grievance may be escalated to the designated '**Grievance Redressal Officer – L1**':

- Name: **Mr. Lingraj**
- Email: **lingraj.s@rentomojo.com**
- Contact: **9972112776**

Upon receipt of the escalation, the Grievance Redressal Officer L1 shall acknowledge the same and provide a reasoned, written response within a period not exceeding 15 (fifteen) days from the date of receipt of such escalation.

Level 2 Escalation:

In the event the Customer remains dissatisfied with the response provided by Grievance Redressal Officer L1, or does not receive a response within the stipulated timeline, the grievance may be further escalated to the '**Grievance Redressal Officer – L2**':

- Name: Mr. Khaja Peer
- Email: **khaja.peer@rentomojo.com**
- Contact: 9550583503

The Grievance Redressal Officer L2 shall review the matter and provide a reasoned response within **1 (one)** month from the date of receipt of such escalation.

9. Closure of Grievance

A grievance shall be deemed closed when:

- The Customer confirms acceptance of the resolution; or
- Rentomojo has taken all reasonable steps and communicated its final decision in writing.

10. Responsibilities of Both Parties

A. Rentomojo's responsibilities:

- a. We shall ensure that your grievances shall be responded to within the timeframe prescribed under this Policy.
- b. We shall ensure mediation efforts between us and the Customer to effectively provide a resolution.
- c. We will analyse all disputes and provide a decision based on the facts of the case, applicable laws, rules and regulations and availability of documents.

B. Customer's responsibilities:

- a. We request all our Customers to fully cooperate with us so that we are able to provide a timely and effective grievance redressal process. Customers are expected to furnish the relevant documentation and/or information so that we can conduct an effective investigation of the issue at hand.
- b. We may request additional information on a case-to- case basis so that we ensure the right decision has been taken when investigating a dispute. We disclaim all responsibilities and liability for non-redressal of grievances due to refusal of Customers to provide information or provision of falsified, inaccurate, mala fide or outdated information or documents by the Customers.

11. Record Maintenance

Rentomojo shall maintain records of grievances, actions taken and outcomes, in accordance with applicable laws and internal compliance requirements.

12. Legal Compliance

This Policy is in accordance with the Consumer Protection Act, 2019 and other relevant laws and regulations in India.

13. Amendment of Policy

Rentomojo reserves the right to amend, modify, or update this Policy at any time to reflect changes in applicable law, technology, or business practices. Any such revised Policy shall be published on Rentomojo's website and/or mobile application. The Customer's continued access to or use of the website, mobile application, and/or the services provided by Rentomojo after such publication shall be deemed to constitute the Customer's acceptance of the revised Policy.