



Grievance Redressal

How to raise a complaint and our escalation process — as required under the IT Act and Consumer Protection Act.

Last updated: 1 May 2025

1. Our Commitment

Jeffi Stores is committed to resolving customer grievances promptly and fairly. If you are dissatisfied with any aspect of our service, product, or policies, please use the escalation process below.

2. Grievance Officer

- Name: Jeffi Stores Management
- Email: jeffistoress@gmail.com
- Phone: +91 96853 54099
- Address: Sanjay Gandhi Chowk, Station Road, Raipur, CG 490092
- Working Hours: Monday – Friday, 9:00 AM – 7:00 PM IST

3. How to Raise a Grievance

- Step 1: Contact our support team via the Support page, email, or phone with full details of your complaint.
- Step 2: You will receive an acknowledgement within 48 hours.
- Step 3: We aim to resolve all grievances within 15 business days.
- Step 4: If unresolved, escalate directly to the Grievance Officer at the contact above.

4. Information to Include

- Your full name and registered email or phone number.
- Order number or invoice number (if applicable).
- Clear description of the grievance.
- Supporting documents or photographs (if applicable).

5. Consumer Forum

If your grievance is not resolved to your satisfaction, you may approach the National Consumer Disputes Redressal Commission (NCDRC) or the appropriate State Consumer Forum. You may also raise a complaint on the Government of India's consumer portal at consumerhelpline.gov.in.

6. Legal Compliance

This grievance mechanism is established in accordance with the Information Technology Act, 2000 and the Consumer Protection (E-Commerce) Rules, 2020.

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