



Customers Relations Policy

As a pharmaceutical company, Indoco Remedies Limited places great importance on building strong relationships with our customers. Indoco Remedies Limited understands that our products are essential to the health and well-being of our customers, and we strive to provide the highest quality products and services.

Our customer relations policy is designed to ensure that our customers receive the best possible service, support, and care. Some key components of our policy include:

- **Quality products:** We are committed to producing and delivering safe, effective, and high-quality products. Our products undergo rigorous testing and quality assurance processes to ensure that they meet the highest standards.
- **Timely delivery:** We understand that our customers rely on our products to maintain their health, and we are committed to ensuring that our products are delivered in a timely manner. We work closely with our distribution partners to ensure that our products are delivered as quickly and efficiently as possible.
- **Responsive customer service:** We strive to provide responsive and helpful customer service to all of our customers. Our customer service team is available to answer questions, provide support, and address any concerns that our customers may have.
- **Patient education:** We believe that patient education is an essential component of healthcare. We provide educational resources to help our customers better understand our products, their health conditions, and how to manage their health effectively.
- **Compliance with regulatory requirements:** As a pharmaceutical company, we are subject to strict regulatory requirements. We are committed to complying with all relevant laws and regulations to ensure the safety and efficacy of our products.

At our company, we are dedicated to building strong relationships with our customers. We believe that this is essential to our success and the success of our customers. If you have any questions or concerns, please do not hesitate to reach out to us.