NAVA LIMITED
(Formerly Nava Bharat Ventures Ltd.)

Product Responsibility Policy

We, at Nava Limited **("Nava")** committed to provide quality products and services maintaining high standards and offering value for money to its customers and consumers in a responsible manner.

In pursuit of this policy, Nava is committed to:

1. Ensure that its products and services comply with all laws and regulations as may be applicable.

2. Not to deal in products which are banned by the Government.

3. Disclose relevant information truthfully and factually in order to enable the customers to make informed purchase decisions.

4. Raise the consumer awareness through education, product labelling and appropriate marketing communication. Promote safe and responsible usage and disposal of the products and packaging, wherever applicable.

5. Exercise due care and caution while providing the products and services that result in over exploitation of natural resources or lead to excessive conspicuous consumption.

6. Ensure that it does not restrict the freedom of choice and free competition in any manner while designing, promoting and selling its products.

7. Provide adequate grievance handling mechanism to address customer concerns and feedback.