



Customer Service – Escalation Matrix

Level 1: Customer Support

You can contact our 24x7 customer service team via <https://web.hettich.com/en-in/contact-us/lodge-complaint.jsp> which provides online resolution to your queries / complaints. You may write to Customer Support on customer-services-in@hettich.com. You can also request for a call back for your query and we would be happy to reach out. The team will address your concern / query within 3 business days from receipt.

Level 2: Customer Service Escalation

If your concern/query is not addressed within the promised timeline or are dissatisfied with the response from Level 1, you can reach out to our escalation desk via email. You can write to our Customer Service Officer Pratyasha Tiwari on pratyasha.tiwari@hettich.com and she will respond to you within 2 business days from receipt of your email.

Level 3: Service Head

If your query remains unresolved, you can escalate the matter to our service head. You can contact our Service head - Mr. Balwant Kumar on balwant.kumar@hettich.com with the details of your interaction. He will respond within 2 business days from the date of receipt of your email.

If you would like to speak to us, please feel free to call 1800 209 2096, Mon-Sat, 9am to 6pm .

Last updated: 22nd July 2025