



Profit Pulse Ltd, is a company incorporated and registered in Mwali (Moheli) KM on 28.03.2024 with registration no. HT00324036. The Company's License no. is BFX2024063 and its registered address is at P.B. 1257 Bonovo Road, Fomboni, Comoros, KM. The Company's website is www.skadeva.com.

We Profit Pulse Ltd with brand name **Skadeva** (hereinafter "**the Company**"), have adopted this Complaints Procedure in order to ensure a fair and quick process for handling complaints that may arise from our relationship.

1. Submitting your complaint

In order to submit a complaint to the Company, you are kindly requested to either direct your complaint at complaints@skadeva.com or submit a complaint through the company's official website. The complaints info page provides guidance on how to ensure complaints are processed efficiently, including the necessary details to include when submitting. For full instructions and contact information, you can visit their [complaints info page](#) and submit your complaint at the [complaint form](#).

Once you successfully submit your complaint, the Company shall handle and investigate your complaint.

2. Acknowledging your Complaint

We will acknowledge receipt of your complaint within five (5) business days from receipt of your complaint.

3. Handling of your Complaint

Once we acknowledge receipt of your complaint we will review it carefully, investigate the circumstances surrounding your complaint and will try to resolve it without undue delay. We shall make every effort to investigate your complaint and provide you with the outcome of our investigation within six (6) weeks from the date you have submitted your complaint to us. During the investigation process we will keep you updated on the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) to obtain, where needed, further clarifications and information relating to your complaint. We will require your full cooperation to expedite the investigation and possible resolution of your complaint.

If your complaint requires further investigation and we cannot resolve it within six (6) weeks, one of our officers will contact you again directly (including communication by email or phone) indicating the causes of the delay and when the Company's investigation is likely to be completed.

Please note that the Company shall consider your complaint as closed and cease the relevant investigation in case you fail to respond to our officers within the period of six (6) weeks from the date of the submission of your complaint.

4. Final Decision

When we reach an outcome, we will inform you of it together with an explanation of our position and any remedy measures we intend to take (if applicable). It is understood that your right to take legal action remains unaffected by the existence or use of any complaints procedures referred to above.