

OFFICIAL INTERACTION & MESSAGING STANDARDS

COMMUNICATION POLICY

Document Reference: AHC-CP-2026

Effective Date: August 22, 2026

Domains: aravalihomecare.com | aravalihomecare.org

Verified Official Policy & Legal Addendum

CHAPTER 1: OFFICIAL CHANNELS & COMMUNICATION MANDATE

1.1 Objective and Purpose: Defines authorized interaction vectors, data dispatch channels, and messaging rules to ensure all changes, milestones, and financial verifications are documented.

1.2 Central Control Mandate: All project alterations, design modifications, or payment verifications must go through official corporate hotline (+91 92511 11069) or support mail (admin@aravalihomecare.com).

⚠️ Informal Message Disclaimer: The Company disclaims all liability for verbal instructions or personal text messages sent to field painters or laborers on-site.

CHAPTER 2: DIGITAL INTERACTION CHANNELS & USER CONSENT

AUTHORIZED TRANSACTIONAL CHANNELS:

⚠️ [CHANNEL 1: AUTOMATED WHATSAPP BUSINESS LOOPS] Dispatches 2D kitchen drafts, milestone alerts, and shade cards. Highly active daily tool.

⚠️ [CHANNEL 2: VERIFIED ELECTRONIC MAIL] Sends itemized cost sheets, formal contracts, and GST invoices. Legal archive for master milestones.

⚠️ [CHANNEL 3: AUTOMATED SMS TEXT SYSTEM] Sends verification codes, payment alerts, and site arrival texts. Secondary notification backup.

2.1 Marketing Opt-Out Guardrails: Critical milestone payment reminders cannot be turned off during active projects. Promotional newsletters can be unsubscribed at any time.

CHAPTER 3, 4 & 5: TIMELINES, SAFETY & DISPUTES

3.1 Standard Communication Windows: Operational regional hours are 09:00 AM to 06:00 PM, Monday through Saturday.

3.2 Formal Written Notice: Cancellation or rescheduling requests must be submitted in writing to admin@aravalihomecare.com.

4.1 Professional Language: Courteous and professional interaction required across all channels.

4.2 Zero Harassment Policy: Zero tolerance for verbal abuse, profanity, or threats toward workmen or supervisors. Breaches result in immediate site exit, contract termination for cause, voided warranties, and deposit forfeiture.

5.1 Record Retention: Official email trails and WhatsApp business logs are archived for seven (7) years.

EXECUTED & AUTHORIZED BY ARAVALI HOME CARE

Signed: Executive Directorate, Aravali Home Care | Date: August 22, 2026

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