Product Purchasing, Complaint, and Satisfaction Management Guide

This guide aims to maximize customer satisfaction and ensure that our business relationships are conducted with trust and transparency. By following the outlined processes, our customers can effectively communicate their requests, complaints, and suggestions.

Purchasing Process

Our customers should follow the below mentioned steps to complete a product purchase .

Information Request and Quotation Acquisition

- The customer contacts our company to obtain information regarding the quantity, specifications, and delivery time of the desired product.
- The request for a quotation can be made via email.
- Based on the customer's requirements (dimensions, length, tonnage, quality, payment method, latest date of shipment), our company makes an offer via email. if customer confirm the offer, our company prepares a sales contract and presents it to the customer by email.

Quotation Approval and Order Placement

- After reviewing the sales contract provided by our company, the customer approves the sales contract by sending a stamped and signed copy via email.
- After order approval, the order is confirmed in the ERP system according to the terms of the contract.
- All details of the order is trackable from production to discharging with the ERP system using the automatically generated sales contract number.

Payment

- After the order is approved, the customer makes the payment according to the terms specified in the contract.
- Payment methods may make by letter of credit, prepayment and the remaining balance must be paid when the shipping docs. are ready via bank transfer or deferred letter of credit.

Delivery

- The products are shipped according to the latest date of shipment and conditions agreed upon with the customer.
- During delivery, the customer is provided with the bill of lading, certificate of origin, packing list, commercial invoice, certificate of inspection, mill test certificate and any other required documents.

Order Completion

- The customer inspects the delivered products and notifies our company via email in the event of any shortages or damages.

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Request, Complaint, and Suggestion Process

The steps customers should follow to communicate their requests, complaints, and suggestions regarding purchased products are as follows:

Notification of Requests, Complaints, and Suggestions

- The customer must submit their complaint to our company via email within 30 days of the delivery date.
- Requests, complaints, and suggestions can also be submitted through our Stakeholder Request, Complaint, and Suggestion Notification portal.
- If possible, the complaint should be supported by relevant documentation, such as photos, videos, product labels, etc.

Complaint Review

- Our company promptly begins investigating the complaint upon receipt.
- The review period may vary between 5 to 15 business days, depending on the nature of the complaint.
- During the investigation, if necessary, technical and on-site inspections will be conducted at the customer's location. Samples related to the complaint will be collected and tested in our laboratories or accredited laboratories.

Solution Proposal

- After the investigation is completed, the company contacts the customer and offers an appropriate solution.
- Solution options may include product replacement, provision of missing items, returns, or discounts.

Resolution

- The complaint process is concluded once the customer accepts the proposed solution.
- The customer is regularly informed at each stage of the complaint process.

Issues for Complaints

Customers may file complaints regarding the following issues:

- **Product Quality:** The product is not meeting the ordered specifications, or being damaged or defective.
- **Delivery:** Delayed delivery, incomplete delivery or incorrect product shipment.
- **Documents and Certifications:** Missing or incorrect packing list, certificate of inspection, mill test certificate or other necessary documents.
- **Pricing and Billing:** Incorrect pricing, erroneous invoicing, or payment issues.
- **Customer Service:** Providing incorrect information, insufficient support or issues related to customer satisfaction.

Customer Satisfaction Process

Dear Valued Customer,

We would like to thank you for your collaboration with us. To better understand your needs and continuously improve the services we provide, we have prepared a short customer satisfaction survey. Your feedback is of great importance to us, as it helps us to serve you in the best possible way.

By completing our survey, you can help us better understand your expectations and enable us to provide better services in our future endeavors. The few minutes you spend on our survey are highly valuable to us.

Click here to access our survey.

We thank you in advance for your attention and contribution.

Best regards,

Contact Information

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