



Sales Enquiry Procedures

1. Receive the Enquiry from the customer via **‘REACH OUT TO US’** panel at the footer of Ezz Steel website.
2. Send the Enquiry to the Quality Department for technical study.
3. Reply to the customer with the techno commercial details along with catalogue copy.
4. Receive customer's feedback including commercial offer acceptance or price negotiation.
5. In case of customer acceptance, the Know your customer (KYC) to be sent to the customer to add his details into our internal system.
6. Issue a contract for the customer.