



### **Technical Support Procedures**

1. Receive the Technical Support request from the customer via **‘REACH OUT TO US’** panel at the footer of Ezz Steel website.
2. Send the request to the Quality Department for technical study.
3. Revert to the customer with technical reply, which may include request for more details or clarifications.
4. Revert to the customer with the requested document or a complete investigation including the conclusion after finishing all clarifications.
5. Receive customer satisfaction feedback.