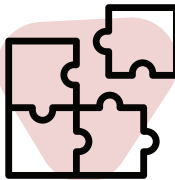


Steps for Submitting an Inquiry or Complaint

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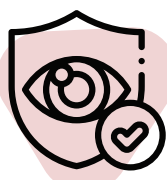
Submitting the Complaint or Inquiry
You can send the complaint or inquiry by any available means (a message through the website, an email to the company's email, or by phone as shown below).
The complaint or inquiry is recorded in a special register with a follow-up number
✉ info@salim.com.sa ☎ +966557196798 ☎ 920024402
- 

Acknowledgment of Receipt
You will receive a notification confirming the registration of the complaint or inquiry.
The responsible officer will be assigned to review it
- 

Review and Analysis
The quality team and the concerned engineers will study the subject and analyze its causes
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Corrective Actions
According to the nature of the problem, the appropriate action will be taken.
You will be informed of the steps and procedures followed
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Response to the Client
You will be contacted to clarify the solution or the final result.
In some cases, a visit may be made to follow up on the matter closely.
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Closing the Complaint
All complaints are officially closed within a maximum of 7 working days from the date of receipt.
The solution and actions taken are recorded in the official records.
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Follow-up and Improvement
In case of important observations, preventive actions are taken to avoid the problem occurring again

