

Customer Relations Policy

Having adopted a customer focused approach as a part of its understanding to offer high quality products and services, Tüpraş undertakes,

- To meet the requests of customers at the right place and time, in the amount and with the quality planned in accordance with annual sales terms and conditions,
- To be honest, reliable and fair towards customers,
- To maintain continuous improvement in all of the processes in order to meet the expectations of customers at the highest level,
- To establish an open, transparent and two-way communication by ensuring easy accessibility for customers through all communication channels,
- To record and evaluate claims, complaints, suggestions and requests of customers objectively and provide information about their results with all applicable reasons,
- To keep customer details secure based on the principle of confidentiality,
- To provide fast and effective solutions to ensure customer satisfaction.