



CERTIFICATE

Management Service Unit
of TÜV SÜD Türkiye

certifies that

**ZER MERKEZİ HİZMETLER VE TİCARET
ANONİM ŞİRKETİ**
ÜNALAN MAHALLESİ ÇAĞLA SOKAK KOÇ GRUP APARTMANI
NO: 11/A ÜSKÜDAR İSTANBUL / TÜRKİYE

has established and applies
a Customer Complaints Management System for

**MANAGEMENT OF COMPLAINTS AND
CUSTOMER SATISFACTION PROCESSES
RELATED TO OUTSOURCED
PROCUREMENT SERVICES AND DIGITAL
PLATFORMS PROVIDED TO CUSTOMERS**

An audit was performed,
Report No: **712928467**

Proof has been furnished that the
requirements according to

ISO 10002:2018
are fulfilled.

Certificate Registration No.: **26 2 712928467**

Initial Issue Date: **06.10.2025**
Issue Date: **30.07.2026**
Certificate Validity Date: **05.10.2027**
Revision date / Rev. No: - / -



TÜV SÜD

TÜV SÜD Türkiye
Management Service Unit

26-SER-03164

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