

Process to notifying the clients about decline reason.

In case a client / customer is non-compliant with company's terms and conditions or with that of local laws, or if they fall under US-Sanctioned Party List, we reserve the right to decline their request, which is notified to them as below:

1. New Customer/Client.

- As our sales and marketing team represent first line contact dealing with customers, therefore in case of rejection of customer's request, which is very seldom, they will notify the customer about rejection by several means including.
 - Face To face meeting
 - By Phone
 - By E-mail.
- If customer's request is declined for any reason, such client may also directly request for reason of rejection through general mail of the company enquirycc.saudi@mbcc-group.com

2. Existing Customer / Client

- In case a client / customer is non-compliant with company's terms and conditions or with that of local law, or their payment track is not in line with credit facilities granted (Payments Terms and Credit Limit), or if they fall under US-Sanctioned Party List, we reserve the right to decline their request, or block their account and deliveries, which is accordingly notified by our sales team & collection department as below.
 - Through phone.
 - E-mail
 - Direct face to face meetings.