

Complaint Management

Zand strives to provide customers with exceptional service and resolve any complaints in a timely and efficient manner. However, we would want to kindly clarify that we cannot guarantee a resolution that meets every customer's expectations.

Our complaint management process is in compliance with the regulations and laws of the United Arab Emirates, and we will treat each complaint with the utmost importance and respect. In order to achieve a mutually agreeable resolution for both parties, we will conduct an impartial and thorough investigation into each complaint.

We appreciate your business and value your feedback. If you have any inquiries or grievances, please do not hesitate to contact us, and we will do our utmost to promptly address them.

Zand strives to address complaints within 2 business days of their receipt. Our teams are committed to address your concerns and resolve any issues within 30 calendar days of receiving your complaint. However, some complaints may require more time, but we will keep you informed about the reasons for the delays and the resolution process.

How to lodge a complaint:

Customers can lodge a complaint with Zand by accessing the below link

[Customer Complaints & Feedback Form | Help Centre | Zand](#)