



BUREAU  
VERITAS

Bureau Veritas Certification

# TEKNOSA İÇ VE DIŞ TİCARET A.Ş

Carrefoursa Plaza Cevizli Mah. Tugay Yolu Caddesi No:67 Blok: B  
34846 Maltepe-İstanbul, TÜRKİYE

*Bureau Veritas Certification certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below*

## ISO 10002:2018

*Scope of certification*

**HANDLING AND EVALUATING CUSTOMER COMPLAINTS FOR  
RETAIL SERVICES FOR CONSUMER ELECTRONICS, DISPLAY PRODUCTS, INFORMATION  
TECHNOLOGY, TELECOMMUNICATION PRODUCTS, AND HOME APPLIANCES**

Original Cycle Start Date: 29/11/2024  
Expiry Date of Previous Cycle: NA  
Certification / Recertification Audit date: 12/06/2024  
Certification / Recertification cycle start date: 29/11/2024  
Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: 28/11/2027

Certificate No.: TR013752

Version: 1

Issue Date: 29/11/2024

İBRAHİM TAGAY  
Certification Manager



Head Office: Esas Maltepe Ofis park Altayçeşme Mah. Çamlı Sok. No: 21 Kat: 8  
Maltepe, İstanbul, 34843 Türkiye

Further clarifications regarding the scope and activity of this certificate, and the applicability of the management system requirements, please call: +90 216 518 40 50