

# CERTIFICATE



**Uluslararası  
Belgelendirme**



**"NEW HORIZON MONTENEGRO" LLC  
PODGORICA, MONTENEGRO**

**Donji Kokoti number 5, PODGORICA,  
MONTENEGRO, 81109**

## **"Customer Satisfaction and Complaints Management System" (ISO 10002:2018)**

It certifies that it is established and implemented, and the audit performed by BEL  
it confirms that this management system meets the requirements of the following standard.

*Certificate Number* : A1592021  
*Certificate Code* : NEW HORIZON  
*Certificate Issue Date* : 04.09.2025  
*Certificate Validity Date* : 04.09.2027  
*Certificate Period* : 2 Years

This document is valid for 2 years as long as the system is maintained effectively and surveillance audits are conducted on time.  
While BEL demonstrates due diligence and competence in conducting the audit, it accepts no liability, even in the unlikely event of a failure.  
BEL retains ownership of this document and must be returned upon request.



**036768**

**BELCERT ULUSLARARASI BELGELENDİRME ŞİRKETİ**

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