

OUR PROMISE



CEMEX Egypt offers the most advantageous solutions to satisfy your needs through a professional set of services.

Service	Description	Charge
Sales Team	A dedicated sales team to respond to your inquiries, provide technical advice, and handle problems.	Free
Call Center	We offer a one-stop contact call center where customers can manage their business and find fast, reliable service, all in one single call.	Free
Logistics Customer Service	Follow up on an hourly basis on all logistics operations to support all our customers.	Free
Notification Alerts	Keep our customers updated with all the daily transactions, latest offers, and the status of their orders and deliveries.	Free
Safe Customer Transaction	CEMEX ensures a safe transaction of customers' financial deposits through the most reputable financial institutions.	Free
E-Selling	CEMEX facilitates the selling process by availing this tool to place new orders, check balances, inquire about historical data and send online complaints.	Free

Technical Support

CEMEX responds to customers' technical inquiries and provide advice in a highly efficient way.

Free

Quality Control

CEMEX assures the quality of its products through providing our customers with the necessary certificates from our high tech labs, and from reputable institutes.

Free

Handling Customer Complaints

A Comprehensive system to ensure complaints are best solved within the highest response time.

Free

Marketing Support

CEMEX creates value for CEMEX products and customers with a wide variety of marketing activities.

Free

Safety

Employee safety is of utmost importance at CEMEX. We are committed to identifying and reducing any safety risks associated with our operations.

Free

Corporate Social Responsibility

We care about the community where we operate through our social investment projects in employment creation, environment, education and sports.

Free

Environment Protection

We are committed to mitigating the impacts that our plants, quarries, and logistics have on their surrounding communities.

Free

Warehouses

CEMEX has 11 warehouses all over Egypt that offer our products to speed-up response time of delivery.

Surcharge

Multi-Products

CEMEX provides a wide range of building material products, including, ready-mix, white cement, gypsum and steel.

Surcharge

Insurance

CEMEX provides an insurance service for pick up shipments against accidents.

Surcharge