1. General inquiries

- What is EZHAL App?

  Ownership of the application is attributed to Retal International Co. LTD, a one-stop application for all your essential needs, whether you are looking for the fastest and most secure way to recharge your mobile line, recharge your internet balance, buy iTunes, PlayStation cards or other gaming cards, our application, is an innovative application that gives you the opportunity to get all your products with infinite ease and maximum comfort.

- Do I have EZHAL App, a forum where I can participate and get additional ideas or information and give my opinion about all products and services?

  You can visit our social networking pages like Facebook, Twitter, YouTube and Instagram by searching for EZHAL.

- Is online purchasing safe

  With the secure payment experience, EZHAL App makes payments (MasterCard, Visa, PayPal, SADAD, mada) through securely encrypted electronic payment gateway and all your personal information, including credit card, name, the address passes through an encrypted channel which is the best and safest in the field of securing business transactions and the use of your personal information complies with our strict privacy policy.

2. Inquiries about the account

- Why do I need to register?

  You must be a registered user in order to make purchases on the application. In addition, your registration will help you:

  – Contact you if needed
  – Ensure a safe shopping environment
  – You receive all updates and news of the products such as games, special offers for some services (maintenance and cleanliness), as well as other promotional offers
  – You can make product recommendations and suggestions

- Is the application account free?

Yes, Registration is free of charge.

For the service providers, registration is currently free, but at a certain stage of the application life cycle, we will install a monthly subscription fee.

- How do I get an application account?

Easily.

All you have to do is either click on the following link that will direct you to "www.ezhal.com" application website or by searching in your smartphone through the Apple Store or Play Store

- Why do I need a password?

You need a password to complete the application registration, which will secure all transactions that will be done through the application and keep your details confidential.

- What do I do if I forget my password?

Do not worry because it happens to everybody.

Just click on the "Forgot your password" link and follow the instructions and if you need more help, you can contact directly through the chat window or by contacting the customer service center directly at 925550000

- How can I change my data?

Once logged in to the application, click on the account settings and you will be directed to the page of your account information and when you change the data permission in the fields you wish to edit, then save.

- After opening my EZHAL App account, can I make an order at any time?

After you open the account on the application and sign in, you can immediately make purchases.

- Will my account be closed if I do not use it for some time?

No, the account will still exist.

- Can I create more than one EZHAL App account?

  Yes, it can

  As long as each account on the application "Ezhal" registered with a different address than the first address.

- Can someone else use my EZHAL App account?

  Yes, it can.

  However, we recommend that you do not share your personal data.

- How do I remove my name from the application's mailing list?

  If you would like to remove your name from the mailing list, please contact us at support@ezhal.com . You must fill in the fields of the application with confirmation of the word "remove email".

  Please note that it will take up to 3 business days for us to actually remove the mailing address. In addition, our e-mails include how to unsubscribe from the mailing list.

- How do I cancel my account on EZHAL App?

  Please contact us by clicking on the following link support@ezhal.com where you must fill in the fields of the application with confirmation of writing the word "cancel my account on the application".

  Please note that it will take up to 3 business days for us to actually cancel the account, and our e-mails include how to cancel your account.

- What is the list of folders

  The Favorites list is a feature in the application that enables you to keep the products and services you request continuously

- Will the products disappear from the list of folders if I have not used my account for a while?

  Do not worry, once you've added your product or service to your Favorites list, it will remain there until you buy or delete.

3. Inquiries about the request

- How can I order EZHAL App?

Once you have chosen the product or service you wish to purchase, click on the "Add to Cart" icon and the product or service will be added to your shopping cart.

All the items you have selected will be saved in the shopping cart and you can review and view them directly by clicking on the link and you can complete the purchase at any time.

- How can I contact EZHAL App Customer Service Center?

  You can contact the customer service center in one of the following ways:

  o Through the unified number 9255550000, daily from 08:00 to 20:00, from Saturday to Thursday
  o Via direct chat link (click on this link)
  o By sending a text message to this email address: support@ezhal.com

- Can the EZHAL App Customer Service Center create my own account?

  The process of creating your own account is very easy.

- What payment methods are used?

  At this time, you can pay through one of the following secure methods:

  – Visa
  – Master Card
  – PayPal
  – SADAD
  – Mada (ongoing work).