

Commercial Contract

PRODUCT WARRANTY



*Empowered lives.
Resilient nations.*



Small and Medium Enterprises Development Authority

Ministry of Industries & Production

Government of Pakistan

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January 2013

Product Warranty

Pro-Gole (Right to do Business)

Legal Services, B&SDS

LEGAL SERVICES, SMEDA

The Legal Services (LS) department is a part of Business & Sector Development Services Division of the Small Medium Enterprises Development Authority and plays a key role in providing an overall facilitation and support to the small businesses. The LS believes that information dissemination among the small businesses on the existing legal & regulatory environment and business to business and business to client contracting is of paramount importance and plays a pivotal role in their sustainable development.

In order to facilitate small businesses, the LS, under the Pro-GOLE (Right to do business) project, a joint SMEDA-UNDP initiative for supporting the small businesses, has developed user-friendly contract templates.

Pro-GOLE, (Right to do Business)

The UNDP has partnered with the Small and Medium Enterprises Development Authority to initiate and execute the Pillar 4 (Right to do business) component of the UNDP PRO-GOLE project which seeks to enhance the legal awareness and mobility of marginalized/ informal businesses. Under the project legal services outreach shall be extended to small businesses including home based enterprises, small shopkeepers, growers, women entrepreneurs, hawking vendors etc. In addition, small business shall be mobilized to access legal services.

The Need for Commercial Contracts Templates

In an increasingly complex and competitive industry, it is vital that suppliers and purchasers are fully protected against legal and commercial risks. To counter such risks, a viable solution; available as- of the shelf commercial contract templates- will provide the users with first class ready to use support. With obligations properly set out and liabilities accurately defined, the users will be in a far better position to look after their rights and interests and move forward from their marginalized positions to being active players of the economy. The Legal Service Providers can equally take benefit of these templates for their professional and business development.

Disclaimer

The information contained in this template is meant to facilitate the businesses in documenting transactions for small shopkeepers terms and conditions for commercial matters. However, SMEDA, UNDP or any of their employees or representatives accept no responsibility and expressly disclaim any and all liabilities for any and all losses/shortfalls caused by or motivated by recommendations from the information contained within this document. Although SMEDA's ambition is to provide accurate and reliable information; yet, the document is not an alternative to expert legal advice and should ideally be used in conjunction with the same. Any person using this document and or benefiting from the information contained herein shall do so at his/her own risk and costs and be deemed to have accepted this disclaimer.

All information contained in this document may be freely used provided that relevant acknowledgement is accurately quoted with each usage.

Product Warranty

Pro-Gole (Right to do Business)

Legal Services, B&SDS

PRODUCT WARRANTY

1. The [insert description of the Product], bearing Model No. _____, Serial No. _____ is guaranteed against any manufacturing defects for [insert number] years from the date of purchase, i.e. [insert date].
2. This Warranty Card, along with the original purchase receipt, must be presented at the authorized [insert name of the Business] authorized service facility before any repair can be made under the warranty.
3. All costs, including mail, transportation, insurance and other incidental charges in relation to repair work, are at your expense.
4. This Warranty does not cover any of the following:
 - i. Defects or malfunctions caused by damage resulting from improper care, misuse, or abuse of this Product, or operation of this Product contrary to the instructions contained in the owner's manual.
 - ii. Damage or defect caused by accident, leakage of batteries, sand, solid, liquid and the like.
 - iii. Damage caused during transportation or mail.
 - iv. Damage caused by any modification or servicing performed by person(s) other than [insert name of the Business]'s authorized service facility.
 - v. Accessories, including batteries and AC adapters, and other consumables.
 - vi. Any electronic data loss due to malfunctioning or repair of this Product.
 - vii. Any consequential or incidental damages resulting from any breach of warranty, express or implied, applicable to this Product.
 - viii. The Serial Number has been altered or removed.
5. This warranty card is issued only at the time of original purchase, and will not be reissued.