

# Commercial Contract

## DEPARTMENTAL STORE



*Empowered lives.  
Resilient nations.*



## Small and Medium Enterprises Development Authority

### Ministry of Industries & Production

### Government of Pakistan

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## **Departmental Store**

Pro-Gole (Right to do Business)

Legal Services, B&SDS

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### **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.

## **Departmental Store**

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### **DEPARTMENTAL STORE**

- Goods once sold are not refundable in any situation.
- Goods purchased from [insert name of the store] may be exchanged within [insert number] days of purchase.
- Goods may only be exchanged provided that they have not been used, nor damaged in any way. The decision regarding whether the goods are in the same condition as at the time of purchase is the sole discretion of [insert name of the store], and [insert name of the store]'s decision in this regard shall be deemed final.
- For any exchange to be accepted, the Customer shall represent the invoice, as well as the barcode sticker of the product, in the absence of which no exchange claims shall be entertained.
- [insert name of the store] does not entertain exchange requests against the following types of products:  
  
[insert description of the products]
- Any items purchased by the Customer in sale or any promotion at a discounted price shall not be open to exchange.
- [insert name of the store] sell the products of different brands, and does not give any warranty against any product. Any recourse of a customer in case of damage to any product purchased from [insert name of the store] shall be against the respective brand, and [insert name of the store] shall not be involved in the transaction in any way.
- Customers are advised to confirm the items purchased before leaving the counter. No claims for any missing items or accessories shall be entertained by [insert name of the shop] afterwards.
- We accept all major credit cards. However, no credits!