



COMPETITION & CONSUMER AFFAIRS COMMISSION (CCAC)

APPLICATION FORM FOR VOLUNTARY COMPLIANCE

PART A: BUSINESS INFORMATION

Application for voluntary compliance under Part IV (Duties of Suppliers) of the Consumer Affairs Act No.13 of 2011.

FULL NAME OF BUSINESS:

ADDRESS OF BUSINESS:

REGION: _____

TELEPHONE NO.: _____ **EMAIL ADDRESS:** _____

CONTACT PERSON AND DESIGNATION: _____



COMPETITION & CONSUMER AFFAIRS COMMISSION (CCAC)

PART B: COMPLIANCE CHECKLIST

1) SECTION #15: INFORMATION TO CONSUMERS

Are consumers provided with the following product information outlined in the table listed below?

<u>PARTICULARS</u>	<u>YES</u>	<u>NO</u>	<u>N/A</u>
ORIGIN			
BRAND			
PRICE			
EXPIRY DATE			
CARE			
COMPONENTS			
CONTENTS			
HAZARD			
USER INSTRUCTION			
ASSEMBLY			
INSTALLATION			
WEIGHT			
SIZE			

2) SECTION # 16: MEASUREMENT OF GOODS

Are measuring instruments available to facilitate rechecking for consumers?

Yes No N/A

Are measuring instruments verified by the relevant regulatory agency?

Yes No N/A



COMPETITION & CONSUMER AFFAIRS COMMISSION (CCAC)

3) SECTION # 17: PRICES AND FEES

Are prices for goods prominently displayed? Yes No

If yes, are those prices current? Yes No

4) SECTION # 18: RECEIPTS

Are receipts issued to consumers for purchases made? Yes No

Are receipts legible? Yes No

Do receipts contain the following information?

Actual price and related tax, separately. Yes No

Purchase date. Yes No

Description of goods purchased. Yes No

5) SECTION # 19: WARRANTIES

Are standard and explicit warranties provided to consumers?

Yes No N/A

What type of warranty is issued to consumers?

Manufacturer's warranty Limited supplier's warranty Both N/A

6) SECTION # 20: DAMAGE RESULTING FROM THE USE OF GOODS

Do you accept liability for damages resulting from the use of goods sold?

Yes No N/A



COMPETITION & CONSUMER AFFAIRS COMMISSION (CCAC)

7) **SECTION # 21: RETURN OF GOODS**

Do you have a return policy for goods? Yes No

If yes, are the conditions consistent with the C.A.A?

7 Days period for returns Yes No

Returned good must be unused Yes No

Must be returned in its original package Yes No

Maximum 10% restocking fee Yes No

8) **SECTION # 22: RETURN OF DEFECTIVE GOODS**

What is the business's redress policy when consumers return defective goods?

9) **SECTION # 24: NOTICES ON RETURN OF GOODS**

Are the following notices posted?

Goods not returnable. Yes No

No refund. Yes No

If other, please state _____



COMPETITION & CONSUMER AFFAIRS COMMISSION (CCAC)

10) **SECTION # 28: LAY AWAY PURCHASE SALE**

Do you provide a refund if a consumer cancels a lay away transaction?

Yes No N/A

What percentage of the amount paid is refunded to consumers? _____

PART C: DECLARATION

I/We hereby declare that we are engaged in business practices in conformance with the requirements of Part IV – Duties of Suppliers of the Consumer Affairs Act No. 13 of 2011.

I/We hereby declare that the information provided is true and correct. I/We also understand that any wilful dishonesty may render refusal of this application.

Name (BLOCK LETTERS): _____

Signature: _____

Designation: _____

Dated the _____ **day of** _____, **20**_____.