



CCAC National Compliance Awards Programme

CATEGORIES OF AWARDS

BEST WARRANTY POLICY

The Consumer Affairs Act No. 13 of 2011 requires that suppliers of goods and service issue consumers with an explicit warranty. This award therefore seeks to recognise those businesses that have maintained confidence in their products or service by consistently issuing warranties valid for six months or more. Eligible businesses must submit warranty document/s to the Commission for review. The supplier must also fulfil the **below** eligibility requirements.

Number of Awards – 1

Eligibility

Business must be registered with the Commercial Registry.

Business must be compliant with the Consumer Affairs Act No. 13 of 2011.

Businesses must be a provider of durable goods and Services.

Businesses must be registered with GRA and NIS.



MOST COMPLIANT – ELECTRONICS

The majority of complaints received by the Commission annually falls under the Electronics Category. As such, it is important for the Commission to recognise those suppliers who consistently provide exemplary service to consumers within the said industry. As such, this award is focused on those suppliers within the Electronics with no record of a failed inspection during the year 2022. The supplier must also fulfil the **below** eligibility requirements.

Number of Awards - 1

Eligibility

Business must be registered with the Commercial Registry.

Business must be compliant with the Consumer Affairs Act No. 13 of 2011.

Businesses must be a provider of durable goods and Services.

Businesses must be registered with GRA and NIS.

MOST COMPLIANT – AUTO INDUSTRY

Complaints within the Auto industry are among the top 3 complaints received at the Commission. In addition, Complaints within the Auto industry continue to account for the highest monetary value of complaints. As such, this award is focused on recognising those suppliers who were intentional about provide exemplary service within the Auto industry. As such, this award is focused on those suppliers within the Auto industry with no record of a failed inspection during the year 2022. The supplier must also fulfil the **below** eligibility requirements.

Number of Awards - 1

Eligibility

Business must be registered with the Commercial Registry.

Business must be compliant with the Consumer Affairs Act No. 13 of 2011.

Businesses must be a provider of durable goods and Services.

Businesses must be registered with GRA and NIS.



MOST COMPLIANT – OTHER INDUSTRIES

This award is geared towards providers of goods and services that do not fall within the Electronics and Auto industries, but have consistently provided exemplary service. In addition to excellent customer service, the business should have no record of a failed business inspection during the year 2022. The supplier must also fulfil the **below** eligibility requirements.

Eligibility

Business must be registered with the Commercial Registry.

Business must be compliant with the Consumer Affairs Act No. 13 of 2011.

Businesses must be a provider of durable goods and Services.

Businesses must be registered with GRA and NIS.