

Consumer Protection & Warranty Rights

Consumer Electronics & Appliances

Document type: Plan / SOP / strategy / guide · Generated 14 Oct 2026

This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Explains consumer-protection and warranty-rights obligations for an electronics dealer — deficiency in goods/service, warranty and replacement rights (DOA), fair terms and no unfair practice, and grievance handling — so you treat customers lawfully and reduce consumer-forum risk. Use it to make practices compliant. For complaints use the Complaint & Escalation Handling tool.

Purpose of this tool & output

Handle warranty rights and complaints lawfully

How the output is used

Use it to handle warranty rights and complaints lawfully — the Consumer Protection duties a seller must meet on warranty, defects and service.

Important cautions

Customers have replacement/refund rights for defective/DOA goods; resolve genuine defects fairly and avoid unfair practices (above-MRP, forced bundling, misrepresentation) that invite consumer-forum action under the Consumer Protection Act. Not legal advice.

Companion documents

- Registrations & Licences Guide
- GST & HSN Compliance
- BIS / CRS Compliance Guide
- BEE Star Labelling Compliance
- E-Waste & EPR Compliance
- Legal Metrology / MRP Compliance

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.