



خدمات
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Learn about the new awareness campaign

After-Sales Services

Vision: A consumer environment characterized by trust, transparency, and sustainability.

Mission: Enriching consumers' knowledge of the after-sell services underlying the buying, selling process, and raising public awareness of the rights of consumers and traders.

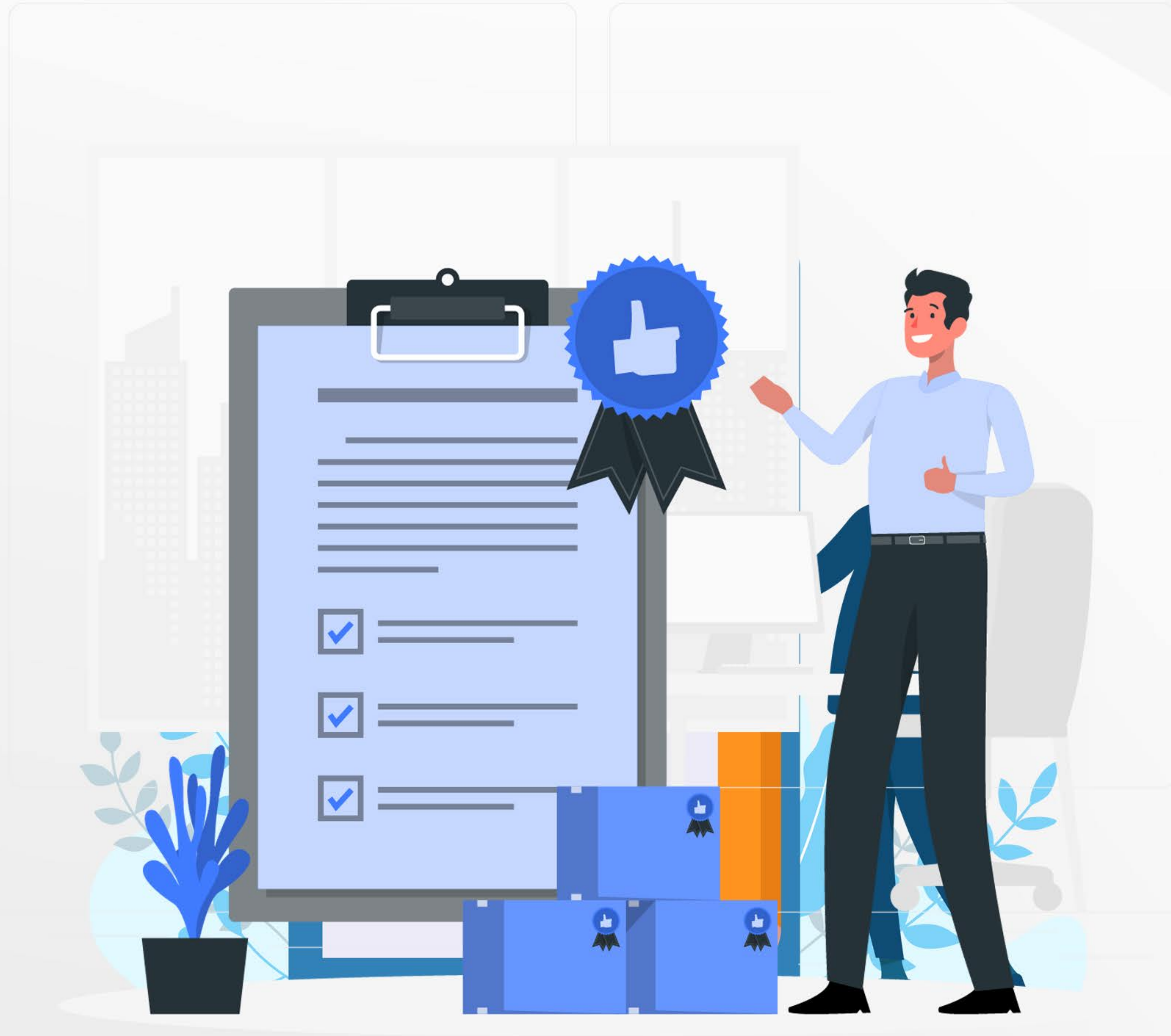
Objectives:

1. Enrich consumers' knowledge of their rights and responsibilities in consumer protection.
2. Enrich the commercial sector's knowledge of their rights and responsibilities in consumer protection.
3. Introduce the steps for smart shopping.
4. Enhance public awareness among consumers and the commercial sector regarding business transactions.
5. Reduce the number of complaints received by the Consumer Protection Directorate at the Ministry of Industry and Commerce.

Best regards,
Consumer Protection Directorate



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Dear Merchant

The provider is responsible for all warranties related to the products or goods (manufacturer warranties, dealer warranties) that are associated with providing the service or product to the consumer in full.



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Dear Consumer

A warranty is a written declaration issued by the provider or their representative, affirming that the product covered by the warranty is free from defects and complies with the legally approved specifications.

It includes a commitment to repair any fault or damage that occurs within a specified period.



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Dear Merchant

If you provided a written manufacturer warranty to the consumer, it represents your acknowledgment that the product or service covered by the warranty is free from defects.

It includes your commitment to replace it, return it and refund its value, or repair any fault or damage that occurs during the warranty period.



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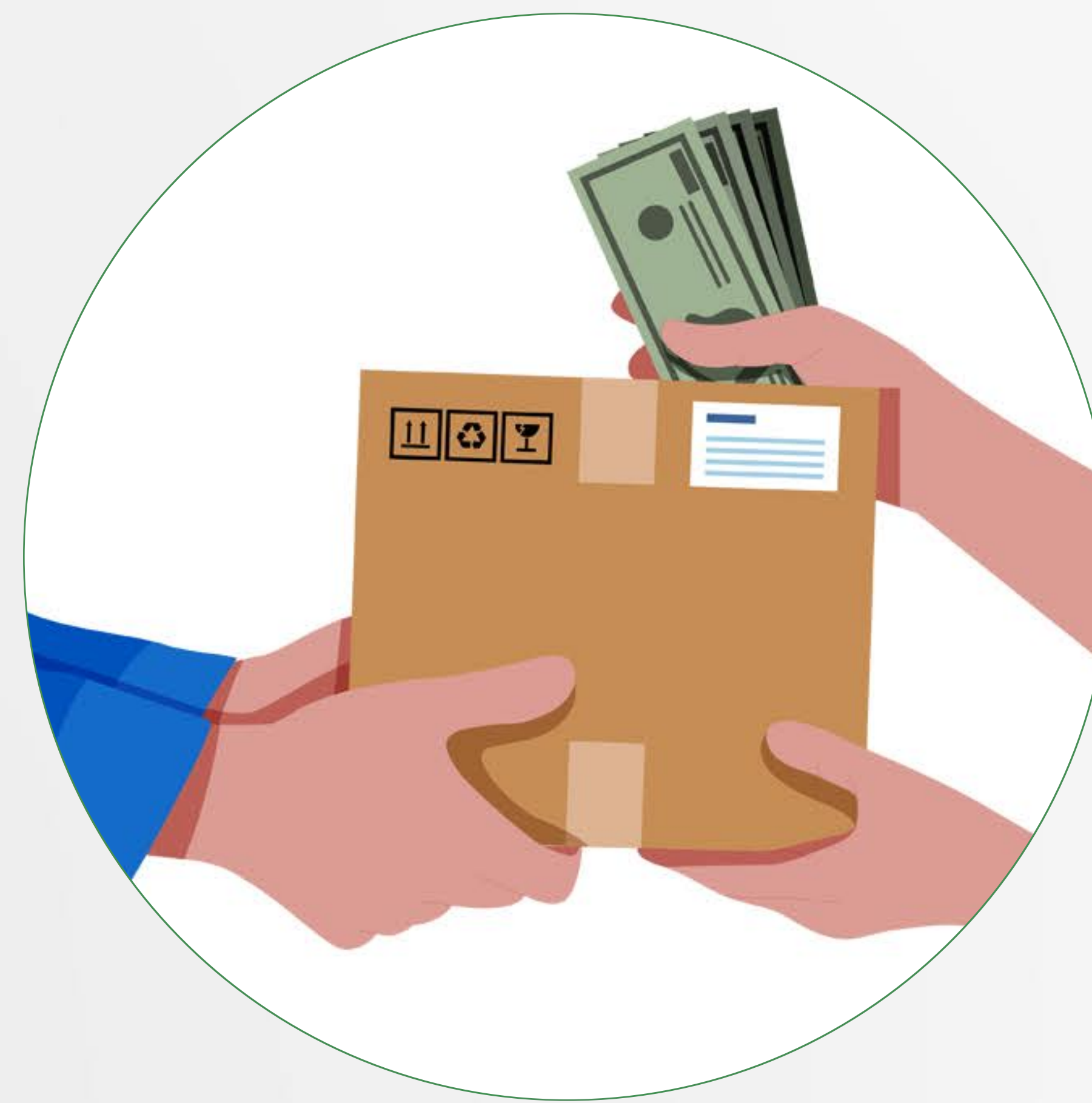
Dear Consumer

There are a number of rights guaranteed to you after purchasing products and goods from local markets in the Kingdom of Bahrain, which ensure that the products remain with you and are preserved and maintained.

These rights include:



First Right:
Warranty



Second Right:
Exchange and Return



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Dear Consumer

Warranty is one of the after-sales rights that the provider must offer to you.



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Dear Merchant

The warranty text must be written in Arabic, and any other language may be added alongside it, all in a clear font that is easy to read.



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Dear Consumer

The warranty period for goods and services may be either specified explicitly or determined according to the period set by the original manufacturer or supplier in the country of origin, or a suitable duration that aligns with the nature of the product or service, in accordance with the applicable rules and customs. Alternatively, it can be the longer of the previous periods, as agreed upon by both parties.



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Dear Merchant

The terms and conditions of the warranty must be stated on the purchase invoice or in a document separate from the invoice.



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Dear Consumer

Extended warranty, also known as dealer warranty, is a commitment between two parties (the provider and the consumer). It is similar to an agreement or contract and it granted through a contract signed between the provider and the purchaser.

This warranty includes specific terms, such as repair or maintenance fees, and may not cover the spare parts that are included under the manufacturer's warranty.



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Dear Merchant

The warranty document must include the essential details related to the product or service, the warranty period or maintenance duration, and the type and duration of any free service provided, according to the nature of the product or service.



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Dear Merchant

You are obligated to cover the repair costs without the consumer having to pay for the repair if the relevant warranty is still valid.