

# Central Consumer Protection Authority (CCPA) discusses warranty related issues with electronic appliance manufacturing companies

Warranty from date of installation or date of purchase for the products requiring installation, main agenda of meeting

Chief Commissioner, CCPA highlights clear information to consumers to ensure adherence of global best practices by all companies

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The Central Consumer Protection Authority (CCPA) held a meeting with electronic appliance manufacturing companies to discuss the issue of commencement of warranty period from date of installation instead of date of purchase. Since warranty period as per the policies set by manufacturers commences from purchase date, and not date of installation, there is shortfall in the warranty period as consumers can only begin using the product after it has been installed on their premises.

The meeting was chaired by Smt. Nidhi Khare, Chief Commissioner, CCPA and was attended by representatives from major electronic appliance companies including Reliance Retail, L.G., Panasonic, Haier, Croma and Bosch.

The meeting began with an address by Chief Commissioner Smt. Khare highlighting three key points on the issue, firstly, consumer should be clearly informed about the starting point of warranty period. It should not be the case that consumer comes to know about the details of the warranty after she/he has purchased the product. Secondly, companies should ensure that global best practices are followed in India. Thirdly, consumer grievances relating to warranty period must be addressed in a proactive and prompt manner.

Consumer rights as defined under Section 2(9) of the Act, includes the right to be informed about the quality, quantity, potency, purity, standard and price of goods, products or services, as the case may be, so as to protect the consumer against unfair trade practices.

During the meeting, it was deliberated that electronic appliances are generally of two categories – ‘plug-n-play’ products such as iron press, microwave etc. which do not require any installation and products requiring installation such as air conditioners, refrigerators etc.

The feasibility of having date of installation as the date from which warranty period should be calculated was discussed during the meeting. Further, it was discussed that measures may be explored to prevent abuse of this mechanism and to ensure that consumer interest is adequately safeguarded.

There was a general consensus among the companies to address the issue in a proactive manner keeping in view concerns of consumers. All the companies were requested to send their views within 15 days.

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**Nihi Sharma**

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