



Suppliers and purchasers, work for a serious and trusting business relationship. The supplier who adheres to the FAIRSALES Charter of professional ethics may use the label « Certified FAIRSALES » on all his documents, website and specially for his e-commerce or web2store.

#### **Art. 1 Respect for the Client**

The client deserves respect and this goes beyond the presentation of quality of the product or presenting fair trade. It is also a formal commitment to fair sales.

#### **Art. 2 Product Warranty**

Any product or service must meet the legal requirements applicable in the country of delivery and the customer requested additional legal standards.  
Products or processes developed by the supplier are not in conflict with any patent, trademark or any law on industrial property. However, if the client delivered the plans or models, this responsibility lies with the client.

#### **Art. 3 Sales Warranty**

The sale presupposes:

- correct prices without surprises
- a solid after-sales service to correct conditions
- a solid mutual contractual warranty
- without the deliberate circumvention of certain legal client protective obligations

#### **Art. 4 Mutual Warranty**

As a mutual warranty, both the supplier and the client remain courteous, attempting a conciliation in any dispute before starting a judicial procedure. The supplier may expect of his client :

- Contributions to the transmission of information that can improve the products or service
- Timely to notify in case of problems
- Clear placement orders with reference to a quotation or a supplier code
- Respecting the payment

#### **Art. 5 Complaint Warranty**

Any online demand of conciliation via the site [www.lisdirect.net](http://www.lisdirect.net) is free for a customer of a Certified FAIRSALES supplier.