

WOOL & WOOLLENS EXPORT PROMOTION COUNCIL CODE OF CONDUCT FOR EXPORTERS

We, the manufacturers as well as exporters whose goods are exported from India, do hereby take a pledge that we shall in all our dealings in the international trade strictly abide by the principles set out and various provisions of byelaws of the Council and Foreign Trade Policy as under:

1. We agree to pay Annual Fee, in the month of April of each financial year or during such extended time as may be prescribed and/or decided by the Committee.
2. We agree to follow the Rules and Regulations laid down in the Memorandum and Articles of Association of the Council and abide by the decision of the Committee of Administration of the Council.
3. We agree to pay all dues including Council Charges as per the time schedule prescribed by the council.
4. We agree to submit quarterly export return /details of exports of wool and wool blended products to Council as per provisions of Foreign Trade Policy.
5. We undertake not to violate conditions of the ITC Policy and Foreign Exchange Regulations and any provisions of law relating to import or export.
6. That the complaint of any foreign party shall be brought to the notice of the Council immediately and the same shall be settled on priority basis. The Council shall be apprised of the action taken from time to time. In the case of failure of member to settle complaints of foreign buyer the member shall be abide by the decision of the Arbitration Panel. Thereafter, if required, decision of the Arbitration Panel or any other decision having force of law will be placed before the Committee for final consideration.
7. In the event of any advice received from Government of India or any other Export Promotion Organizations set up by the Government of India, the Council shall take action as per such advice.
8. We appreciate and value the high ethical standards in business and are convinced in our belief that only on such standards a permanent and lasting international trade between any countries can be built up. We give this solemn assurance that we shall abide by any conduct our-selves in a manner that confirms to high ethical standards in business.
9. We undertake to strictly fulfill all contractual obligations made in good faith between the buyer and ourselves and hereby protect the interest of the buyers and through them of their consumers.
10. We agree to continuously strike to improve our manufacture and goods, subject to any desired or prescribed inspection before packing and dispatch.
11. We undertake that all our stamping and marking on the goods and manufactures will correctly describe their quality and measure.
12. We agree to adhere to the time of delivery specified in our contract as far as it is humanly possible subject to the Act of God or a Forced Majeure.
13. We agree to adhere to contractual specification on the basis of samples submitted and approved by the buyer, within internationally accepted trade tolerances.
14. We will abide Bye Law No. 37 of the Articles of Association of the Council, regarding payment of Council Charges on all exports of woollen manufactures coming within the administrative purview of the Council to be utilized for such purposes as deemed by the Committee in promotion of export of wool and woollens.
15. We shall endeavour our utmost to satisfy the requirements of the buyers within the contracted stipulation in all respects. If at any stage there is a complaint from the buyer that any of the obligations have not been fulfilled, we undertake to enquire into and settle the complaint as promptly and amicably as possible, using where necessary, the good office of the Export Promotion Council, Commodity Board or any other organization which exist in India for the purpose of promotion and assisting exports, excepting where there is specific mention in the contract of any recognized authority as arbitrator in which event we shall abide by the procedure prescribed in the contract.