



# कयर बोर्ड Coir Board

(सूक्ष्म, लघु और मध्यम उद्यम मंत्रालय, भारत सरकार  
Ministry of MS&ME, Govt. of India)

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## ANNEXURE III

### CODE OF CONDUCT FOR EXPORTERS

We, the manufacturers as well as exporters whose manufactures and goods are exported from India, do hereby take a pledge that we shall in all our dealings in the international trade strictly adhere to the principles set out here under:-

1. We, appreciate and value the high ethical standards in business and are convinced in our behalf 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 and conduct ourselves in a manner that conforms to the high ethical standards in business.
2. We undertake to strictly fulfill all contractual obligations made in good faith between the buyer and ourselves, and thereby protect the interests of the buyers and through them of their consumers.
3. We agree to continuously strive to improve the quality of our manufactures and goods subject these to any standards or quality control inspection procedure prescribed by the Indian Government or by the Commodity Board before packing and despatch.
4. We undertake that all our stampings and markings on the goods and manufactures will correctly describe their quality and measure.
5. We agree to adhere to the time of delivery specified in our contract as far as it humanly possible, subject to the act of God or a force majeure.
6. We agree to adhere to contractual specifications on the basis of samples submitted and approved by the buyers, within internationally accepted trade tolerances.
7. We shall endeavor our utmost to satisfy the requirements of the buyers 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 offices of the Export Promotion Council, Commodity Board or any other organization which exists in India for the purpose of promoting 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 procedures prescribed in the contract.
8. We shall seek to obtain the proper prices for the exports as dictated by conditions in the international markets and to repatriate the proceeds of the export sales as early as possible.

We want to declare that all the export incentives will be used only for the purpose for which they are intended.

In the end we undertake that all our efforts shall be employed to secure reasonable satisfaction of our buyer.

Place:  
Date:

Signature:  
Full name and address of the firm: