



“Building Bridges,
Securing Futures”

North American Warranty Compliance Guide

Your Cross-Border Handbook for Warranty Compliance, Labeling,
and Regulation

AllShield Compliance Solutions

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Executive Summary



What This Guide Is

A comprehensive reference for warranty compliance across U.S. and Canadian markets, covering federal regulations, provincial requirements, and cross-border considerations for product warranties.



Who It's For

Compliance officers, product managers, legal teams, and manufacturers doing business in the U.S. and Canada who need practical guidance on warranty obligations.



Why This Matters

Non-compliance exposes companies to regulatory penalties, class action litigation, reputational damage, and loss of consumer trust. Understanding warranty requirements protects your business and customers.



How to Use

Navigate by chapter for specific topics, reference appendices for templates and checklists, and use the audit tools to assess your current compliance posture.

Chapter 1: Regulatory Overview – U.S. vs Canada

United States Framework

Magnuson-Moss Warranty Act (1975) governs written warranties for consumer products over \$15. It requires clear, conspicuous disclosure of warranty terms and prohibits deceptive practices.

Uniform Commercial Code (UCC) establishes baseline rules for implied warranties in all 50 states, including warranties of merchantability and fitness for purpose.

Federal Trade Commission (FTC) enforces warranty regulations and publishes detailed guidance on disclosure requirements.

Canadian Framework

Competition Act prohibits misleading warranty claims and false advertising about product guarantees at the federal level.

Consumer Packaging and Labeling Act mandates bilingual labeling (English/French) for products sold across Canada.

Provincial Sale of Goods Acts create implied warranties and establish remedies for breach. Quebec's Consumer Protection Act provides particularly strong consumer protections.

Key Provincial Differences



Quebec

Strictest requirements. Legal warranty against latent defects cannot be waived. All consumer-facing materials must be in French (Bill 96). Extended warranty sellers require registration.



Ontario

Consumer Protection Act provides "acceptable quality" standard. Unfair contract terms may be void. Digital goods covered under updated 2018 provisions.



British Columbia

Business Practices and Consumer Protection Act establishes durability expectations. Implied warranty of durability applies based on price, prominence of advertising claims, and nature of product.

Aspect	U.S. Standard	Canadian Standard
Primary Law	Magnuson-Moss Act (Federal)	Competition Act + Provincial Acts
Language	English (Spanish voluntary)	English + French (mandatory)
Disclosure Format	Clear and conspicuous	Bilingual, clear, accessible
Implied Warranty	UCC merchantability	Sale of Goods Acts (provincial)
Enforcement	FTC + State AGs + Private litigation	Competition Bureau + Provincial regulators

Chapter 2: Written vs Implied Warranties

Understanding Warranty Types

Warranties fall into two categories: written (express) warranties that manufacturers voluntarily provide, and implied warranties created automatically by law. Both carry legal obligations, but the rules governing each differ significantly between the U.S. and Canada.

Written Warranties

Voluntary promises made by manufacturers about product quality, performance, or defect repair. Must be clearly disclosed in plain language.

- Express terms control coverage scope
- Must specify duration and remedies
- Cannot disclaim implied warranties (U.S.)

Implied Warranties

Legal guarantees created by statute, not by manufacturer statements. Protect consumers even without written warranty.

- Merchantability (fit for ordinary use)
- Fitness for particular purpose
- Duration varies by jurisdiction

U.S. Classifications

The Magnuson-Moss Act requires written warranties to be labeled as either "Full" or "Limited."

Full Warranty Requirements:

- Free repair or replacement of defective products
- No time limit on implied warranties
- Consumer choice of refund or replacement after reasonable repair attempts
- No duty fees or charges to consumer

Limited Warranty: Any written warranty that doesn't meet all Full Warranty criteria must be conspicuously labeled "Limited." Most commercial warranties fall into this category.

Canadian Standards

Canada doesn't use the Full/Limited classification. Instead, implied warranties are governed provincially under Sale of Goods Acts.

Key Implied Warranty Protections:

- Goods must match description
- Acceptable quality for price paid
- Fit for communicated purpose
- Reasonable durability

Quebec Exception: Legal warranty against latent defects cannot be waived or limited. Seller remains liable even if defect was unknown.

Disclaimers, Duration & Enforcement



Disclaimer Rules

U.S. law prohibits disclaiming implied warranties when written warranty exists. Canada allows disclaimers except in Quebec, but must be conspicuous and clear.



Warranty Duration

Express warranty terms control duration. Implied warranties last "reasonable time" (typically 1-4 years based on product type and price). Quebec provides stronger baseline protection.



Enforcement Methods

U.S.: FTC actions, state attorneys general, class action suits. Canada: Competition Bureau investigations, provincial consumer protection agencies, individual claims in small claims or civil court.

Chapter 3: Labeling & Language Requirements

U.S. FTC Labeling Rules

The Federal Trade Commission's Rule on Pre-Sale Availability of Written Warranty Terms mandates that warranty information must be available to consumers before purchase. Terms must be clear, conspicuous, and written in plain language understandable to ordinary consumers.

1 Conspicuous Display

Warranty terms must be easy to read and understand. Use readable font sizes (minimum 10-point), high contrast, and prominent placement. Critical limitations must appear in bold or capital letters.

3 Plain Language Standard

Avoid legal jargon, complex sentence structures, and ambiguous terms. FTC requires language comprehensible to consumers with ordinary education and experience.

2 Clear Classification

Every written warranty must be conspicuously titled "Full Warranty" or "Limited Warranty" near the beginning of the warranty document.

4 Essential Disclosures

Must specify: warranty duration, what is covered, what is excluded, remedy process, limitations on consequential damages, and how to obtain service.

Canadian Bilingual Requirements

Federal law requires most consumer products to display warranty information in both English and French. Recent Bill 96 amendments in Quebec have strengthened French-language requirements, making compliance more complex for cross-Canada distribution.

Federal Baseline

Consumer Packaging and Labeling Act requires bilingual labeling on products sold across provincial boundaries. Both languages must appear with equal prominence.

Quebec Bill 96 (2022)

French must be predominant. French text must be at least twice as prominent as English. Extended warranty sellers must register with Quebec's consumer protection office.

Digital Products

Software and digital goods must provide warranty terms in both languages at point of download or subscription. Interface language choice doesn't eliminate bilingual obligation.

Sample Compliant Label Structure

U.S. Compliant Example

LIMITED WARRANTY

This product is warranted to be free from defects in materials and workmanship for ONE (1) YEAR from date of original purchase. We will repair or replace (at our option) any defective product at no charge.

Exclusions: This warranty does not cover damage from misuse, accident, or normal wear. IMPLIED WARRANTIES ARE LIMITED TO ONE YEAR.

To Obtain Service: Contact Customer Support at 1-800-XXX-XXXX or visit www.example.com/warranty

Canadian Bilingual Example

GARANTIE LIMITÉE / LIMITED WARRANTY

Français: Ce produit est garanti contre les défauts de matériaux et de fabrication pendant UN (1) AN à compter de la date d'achat. Nous réparerons ou remplacerons (à notre choix) tout produit défectueux sans frais.

English: This product is warranted to be free from defects in materials and workmanship for ONE (1) YEAR from purchase date. We will repair or replace (at our option) any defective product at no charge.

What NOT to Do

✗ Ambiguous Language

"Warranted for reasonable period" – fails to specify duration. "We may repair" – unclear about remedies and obligations.

✗ Hidden Limitations

Burying exclusions in fine print, using font smaller than warranty terms, or placing critical limitations on separate pages.

✗ Incomplete Bilingual

Providing French translation only on request, making English more prominent than French in Quebec, or using machine-translated text without legal review.

✗ Unlawful Disclaimers

"All warranties disclaimed" with written warranty present (violates Magnuson-Moss), or attempting to disclaim implied warranties in Quebec.

Chapter 4: Cross-Border Compliance Essentials

USMCA Warranty Provisions

The United States-Mexico-Canada Agreement (USMCA), which replaced NAFTA in 2020, includes provisions affecting warranty service and cross-border product movement. Understanding these rules helps manufacturers design warranty programs that work seamlessly across North American markets while minimizing customs complications.

O1

Duty-Free Warranty Returns

Products returned to the country of origin for warranty repair or replacement may re-enter duty-free if properly documented. Must prove original importation and warranty claim basis.

O3

Documentation Standards

Maintain records showing original country of export, warranty claim details, repair nature, and re-importation timing to qualify for duty exemptions.

After-Sales Service & Repairs

Providing efficient warranty service across borders requires strategic planning. Companies must decide between centralized repair facilities and distributed service networks.

Centralized Model Benefits:

- Quality control consistency
- Lower facility overhead
- Streamlined parts inventory

Challenges: Shipping delays, cross-border logistics costs, potential customs holds, customer dissatisfaction with turnaround time.

Best Practices for Dual-Market Product Coverage



Unified Warranty Terms

Design warranty terms that meet requirements in both countries. Use the more stringent standard when conflicts exist. This simplifies documentation and reduces confusion.



Bilingual Support

Ensure customer service teams can handle warranty claims in English and French. Train staff on jurisdictional differences in warranty law and consumer protection.



Regional Product IDs

Use country-specific SKUs or serial number prefixes to track products by market. Simplifies warranty validation and helps monitor regional defect patterns.

O2

Service Network Requirements

USMCA encourages authorized service networks in each country. Products sold in Canada should have Canadian service options; U.S. sales should access U.S. service centers.

O4

Parts and Components

Replacement parts sent across border for warranty service may qualify for preferential treatment under USMCA rules of origin, reducing logistical costs.

Distributed Service Networks

Establishing authorized service centers in both countries provides faster response but requires more infrastructure investment.

Local Service Advantages:

- Faster turnaround for customers
- No cross-border shipping
- Better compliance with local regulations
- Enhanced customer satisfaction

Many manufacturers use hybrid approaches: distributed for common repairs, centralized for complex service.



Professional Translation

Invest in legal translation services, not machine translation. Warranty terms are legal documents where nuance matters. Poor translation creates liability exposure.



Centralized Records

Maintain warranty registration and claim records in unified system accessible across jurisdictions. This aids compliance audits and dispute resolution.



Legal Review Process

Have warranty documents reviewed by counsel licensed in relevant U.S. states and Canadian provinces. Laws evolve; annual reviews recommended.

Chapter 5: Enforcement & Risk

U.S. Enforcement Landscape

FTC Enforcement Powers

The Federal Trade Commission can investigate warranty violations, issue civil penalties up to \$50,120 per violation, require corrective advertising, and seek injunctions against ongoing practices.

State Attorneys General

State AGs enforce consumer protection laws and may bring actions for deceptive warranty practices. Penalties vary by state but can include restitution, civil fines, and legal fees.

Private Litigation

Consumers can sue for warranty breach under Magnuson-Moss Act. Prevailing plaintiffs recover costs and attorney fees, making class actions economically viable.

Class action lawsuits pose the greatest financial risk. Recent settlements in warranty breach cases have reached tens of millions of dollars when defects affect large product populations. Legal fees alone can exceed \$1 million even in cases that settle early.

Canadian Enforcement Mechanisms

Competition Bureau Investigation

Reviews consumer complaints about misleading warranty claims. Can impose administrative monetary penalties up to CAD \$10 million for deceptive practices.

Civil Litigation

Consumers may sue in small claims court (limits vary by province) or pursue civil actions for breach of warranty. Class actions possible for systematic violations.

1

2

3

4

Provincial Regulators

Each province has consumer protection authority. Ontario's Consumer Protection Act, Quebec's Consumer Protection Office, and BC's Consumer Protection BC actively investigate warranty disputes.

Mandatory Remediation

Regulators may order companies to provide refunds, repairs, or replacements to affected consumers as part of enforcement settlement.

Real Enforcement Examples

Major Appliance Manufacturer (2021)

FTC settlement: \$2.1 million penalty for failing to honor warranty terms on refrigerators. Company required to reform warranty processing procedures and provide restitution to 14,000 consumers who were wrongly denied claims.

Automotive Parts Supplier (2019)

Canadian Competition Bureau: CAD \$1.8 million penalty for misleading warranty advertising. Company claimed "lifetime warranty" but imposed undisclosed limitations making claims nearly impossible to pursue.

Electronics Retailer (2022)

Multi-state AG action: \$5.7 million settlement for extended warranty sales practices. Retailer required to retrain staff, revise warranty documents, and provide refunds to customers sold unnecessary coverage.

Quebec Consumer Protection (2023)

CAD \$500,000 penalty against furniture retailer for French-language violations under Bill 96 and failure to honor legal warranty against latent defects. Required bilingual warranty rewrite and compliance monitoring.

Legal Exposure Checklist

Use this checklist to assess your warranty program's compliance risk profile:

- **Documentation Review**
 - Warranty clearly labeled "Full" or "Limited" (U.S.)?
 - Bilingual versions available and legally equivalent (Canada)?
 - All terms written in plain language?
 - Disclosure of limitations conspicuous and clear?
 - Quebec version complies with Bill 96 French prominence rules?
- **Operational Compliance**
 - Warranty terms available before purchase (online and retail)?
 - Claims processing follows documented procedures?
 - Customer service trained on warranty terms and jurisdiction differences?
 - Reasonable timeframes for repair/replacement?
 - Records maintained for all warranty claims?
- **Marketing & Advertising**
 - Warranty claims in marketing materials accurate?
 - Limitations disclosed in advertising?
 - No misleading "lifetime" or "forever" claims?
 - Extended warranty sales comply with state/provincial licensing?
- **Cross-Border Considerations**
 - Service available in both countries for dual-market products?
 - USMCA documentation for duty-free warranty returns?
 - Provincial variations addressed (especially Quebec)?
 - Product registration system captures country of sale?

Chapter 6: Compliance Best Practices

Internal Audit Framework

Regular compliance audits identify gaps before regulators do. Schedule comprehensive warranty reviews annually, with quarterly spot-checks of high-risk areas. Document all audit findings and remediation steps taken.

O1

Documentation Assessment

Review all warranty documents, marketing materials, packaging, and website content. Verify compliance with current U.S. and Canadian requirements. Check bilingual accuracy and legal equivalence.

O3

Training Verification

Confirm customer service, sales staff, and retail partners understand warranty terms and jurisdictional requirements. Test knowledge through scenarios and spot-check customer interactions.

O2

Operational Review

Audit warranty claim processing. Analyze denial rates, turnaround times, and customer complaints. Ensure procedures match written warranty terms and legal obligations.

O4

Gap Remediation

Prioritize identified issues by legal risk and customer impact. Develop corrective action plans with clear owners and deadlines. Re-audit after implementation to confirm effectiveness.

Template Disclaimers & Warranty Cards

Below are foundational templates. Customize for your products and have legal counsel review before implementation.

📄 U.S. Limited Warranty Template (English)

LIMITED WARRANTY

[Company Name] warrants this [product type] to be free from defects in materials and workmanship for [duration] from the date of original retail purchase by the end-user purchaser ("Warranty Period").

What This Warranty Covers: During the Warranty Period, we will repair or replace (at our option) any product found to have a manufacturing defect, at no charge for parts or labor.

What This Warranty Does Not Cover: This warranty does not cover: (a) damage caused by accident, abuse, misuse, or negligence; (b) damage from improper installation or maintenance; (c) normal wear and tear; (d) products altered or repaired by unauthorized parties; or (e) cosmetic damage that does not affect functionality.

How to Obtain Warranty Service: Contact [Company] Customer Service at [phone] or [email]. Proof of purchase required. You may be responsible for shipping costs to our repair facility.

Limitation of Liability: IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. [Company] shall not be liable for consequential, incidental, or special damages. Some states do not allow limitations on implied warranties or exclusion of consequential damages, so these limitations may not apply to you.

Your Legal Rights: This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

📄 Canadian Bilingual Warranty Template (EN/FR)

GARANTIE LIMITÉE / LIMITED WARRANTY

Français: [Nom de l'entreprise] garantit ce [type de produit] contre les défauts de matériaux et de fabrication pendant [durée] à compter de la date d'achat initial par l'utilisateur final ("Période de garantie").

Ce que couvre cette garantie: Pendant la Période de garantie, nous réparerons ou remplacerons (à notre choix) tout produit présentant un défaut de fabrication, sans frais pour les pièces ou la main-d'œuvre.

Ce que cette garantie ne couvre pas: Cette garantie ne couvre pas: (a) les dommages causés par un accident, un abus, une mauvaise utilisation ou une négligence; (b) les dommages résultant d'une installation ou d'un entretien incorrects; (c) l'usure normale; (d) les produits modifiés ou réparés par des parties non autorisées; ou (e) les dommages esthétiques qui n'affectent pas la fonctionnalité.

Comment obtenir le service de garantie: Contactez le service clientèle de [Entreprise] au [téléphone] ou [courriel]. Une preuve d'achat est requise. Vous pourriez être responsable des frais d'expédition vers notre centre de réparation.

English: [Company Name] warrants this [product type] to be free from defects in materials and workmanship for [duration] from the date of original retail purchase by the end-user purchaser ("Warranty Period").

What This Warranty Covers: During the Warranty Period, we will repair or replace (at our option) any product found to have a manufacturing defect, at no charge for parts or labor.

What This Warranty Does Not Cover: This warranty does not cover: (a) damage caused by accident, abuse, misuse, or negligence; (b) damage from improper installation or maintenance; (c) normal wear and tear; (d) products altered or repaired by unauthorized parties; or (e) cosmetic damage that does not affect functionality.

How to Obtain Warranty Service: Contact [Company] Customer Service at [phone] or [email]. Proof of purchase required. You may be responsible for shipping costs to our repair facility.

Your Legal Rights: This warranty gives you specific legal rights. You may also have other rights that vary by province.

Training Guidance for Staff & Resellers

Internal Team Training

Customer service, sales, and marketing teams need comprehensive warranty training covering:

- Exact terms of company warranty
- How to process claims properly
- Jurisdictional differences (U.S. vs Canada, provincial variations)
- Prohibited statements and claims
- Escalation procedures for complex situations

Conduct annual refresher training and provide quick-reference guides. Test knowledge through role-playing scenarios and mystery shopper exercises.

Retailer & Distributor Education

Third-party sellers must understand:

- Warranty document distribution requirements
- Accurate warranty representation to customers
- How to direct customers for service
- Extended warranty sales compliance
- Record-keeping obligations

Provide dealer agreements specifying warranty obligations. Include warranty compliance in partner audits. Maintain open communication channel for questions.

Recordkeeping Requirements

Warranty Documentation

Retain all versions of warranty documents with effective dates. Store proof of distribution to retail partners. Keep dated copies of website warranty pages. Minimum retention: 5 years after product discontinuation.

Claim Records

Document each warranty claim: customer info, product details, claim date, issue description, resolution, and timeline. Digital records preferred. Retention: 7 years in U.S., 6 years in Canada (3 years in Quebec for most claims).

Training Materials

Keep training curricula, attendance records, and test results. Documents prove compliance efforts during regulatory investigations. Retention: duration of warranty program plus 3 years.

Legal Reviews

Maintain records of legal counsel review dates and scope. Correspondence regarding warranty compliance issues. Audit findings and remediation documentation. Retention: permanent for key decisions.

Chapter 7: Strategy & Implementation

Compliance Philosophy: Minimum vs Maximum

Organizations must decide their warranty compliance strategy. The "minimum compliance" approach meets only legally required standards, while "maximum compliance" exceeds requirements to build competitive advantage and reduce risk. Each has distinct implications for operations, costs, and brand positioning.



Organizational Models for Warranty Management

Centralized Design

Single warranty policy applies across all North American markets with minimal regional variation.

Pros: Consistency, administrative efficiency, easier training, unified brand message.

Cons: May over-comply in some jurisdictions, less responsive to local market preferences, potential for regulatory gaps if not designed to highest standard.

Regional Customization

Separate warranty programs for U.S. and Canada, with further provincial variations where needed.

Pros: Tailored to exact legal requirements, can optimize costs per jurisdiction, addresses cultural differences.

Cons: Complex administration, training challenges, potential customer confusion, difficult to maintain consistency.

Hybrid Approach

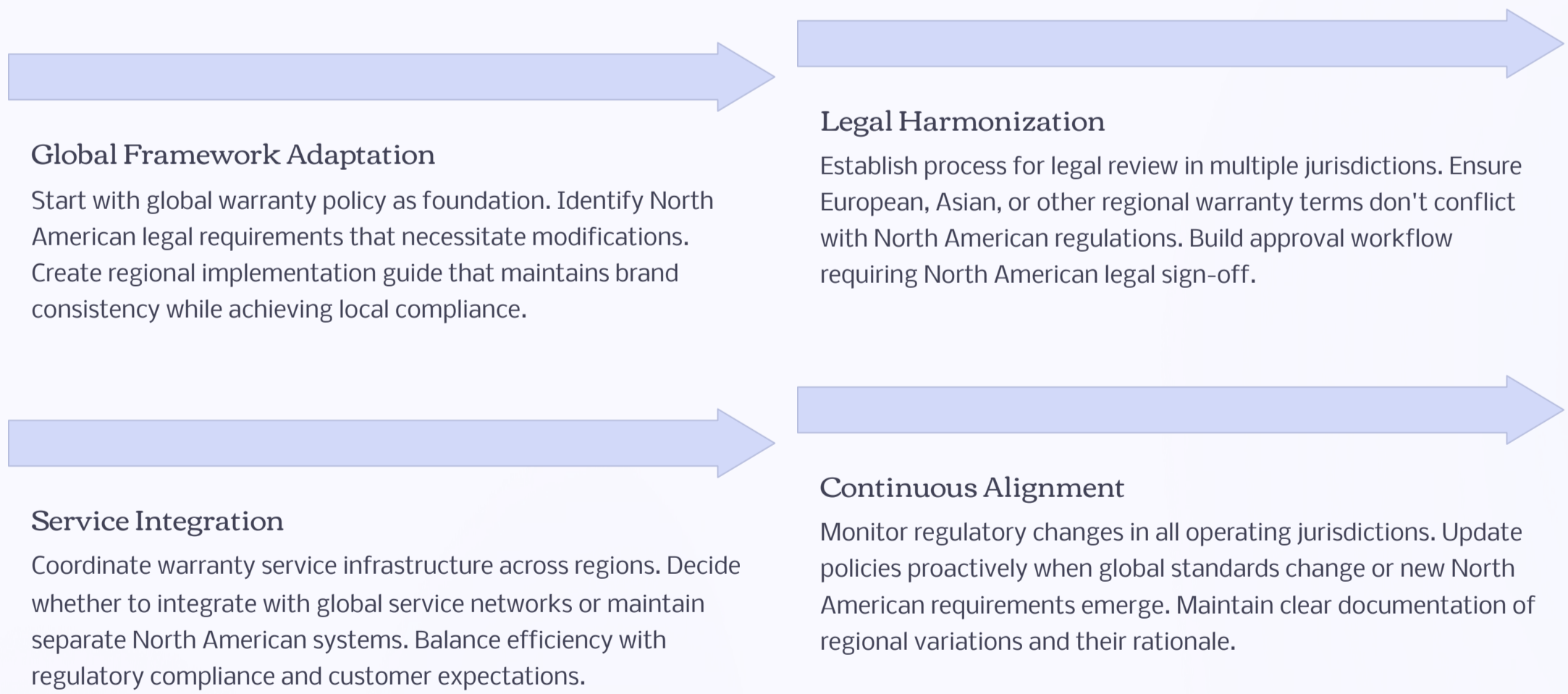
Core warranty terms unified, with regional appendices addressing jurisdictional requirements.

Pros: Balance of consistency and compliance, manageable complexity, flexibility for high-stakes markets like Quebec.

Cons: Requires sophisticated document management, ongoing legal review across jurisdictions.

Global vs North American Coordination

For multinational manufacturers, North American warranty programs must align with global standards while addressing regional specifics. This coordination challenge intensifies when parent companies are based outside North America.



Implementation Roadmap



Appendices

Appendix A: Glossary of Key Terms

Express Warranty: Written or oral promise about product quality or performance made by manufacturer or seller.

Implied Warranty: Legal guarantee created by statute, not by manufacturer statements. Includes warranties of merchantability and fitness for purpose.

Limited Warranty: Warranty that doesn't meet all requirements for Full Warranty under Magnuson-Moss Act (U.S. only).

Privity: Direct contractual relationship. Modern warranty law often eliminates privity requirement, allowing end users to sue manufacturers.

Remedy: Action manufacturer must take when warranty claim is valid (repair, replacement, or refund).

Latent Defect: Hidden flaw not discoverable through reasonable inspection. Quebec law provides special protections against latent defects.



Appendix B: Federal and Provincial Statutes

U.S. Federal:

- Magnuson-Moss Warranty Act, 15 U.S.C. §§ 2301-2312
- Uniform Commercial Code Article 2 (adopted by all states with variations)
- FTC Rule on Pre-Sale Availability of Written Warranty Terms, 16 CFR Part 702

Canadian Federal:

- Competition Act, R.S.C. 1985, c. C-34
- Consumer Packaging and Labeling Act, R.S.C. 1985, c. C-38

Provincial (Selected):

- Quebec: Consumer Protection Act, C.Q.L.R. c. P-40.1
- Ontario: Consumer Protection Act, S.O. 2002, c. 30
- British Columbia: Business Practices and Consumer Protection Act, S.B.C. 2004, c. 2



Appendix C: Sample Bilingual Warranty Template

See Chapter 6 for complete U.S. (English) and Canadian (bilingual EN/FR) warranty templates. These templates provide foundational language that should be customized for specific products and reviewed by legal counsel before use.

Key Customization Points:

- Warranty duration (12 months, 24 months, etc.)
- Specific covered components vs. entire product
- Exclusions relevant to product type
- Service process details (RMA procedures, shipping responsibilities)
- Contact information for warranty claims



Appendix D: Compliance Audit Template

Documentation Review Checklist:

1. Warranty classification properly labeled (Full/Limited)?
2. All terms written in plain, understandable language?
3. Duration clearly specified?
4. Remedy process described in detail?
5. Exclusions and limitations conspicuous?
6. Bilingual versions available and legally equivalent (Canada)?
7. Quebec version complies with French prominence rules?
8. Pre-sale availability confirmed (website, retail locations)?

Operational Review Checklist:

1. Average claim processing time within reasonable limits?
2. Denial rate and reasons tracked and analyzed?
3. Customer service trained on warranty terms?
4. Escalation procedures documented and followed?
5. Records retention policy in place and followed?
6. Cross-border service infrastructure functional?



Appendix E: Contact Directory for Regulatory Bodies

United States:

- **Federal Trade Commission:** www.ftc.gov | Consumer Response Center: 1-877-FTC-HELP
- **State Attorneys General:** www.naag.org (directory of all state AG offices)

Canada:

- **Competition Bureau:** www.competitionbureau.gc.ca | General inquiries: 1-800-348-5358
- **Office de la protection du consommateur (Quebec):** www.opc.gouv.qc.ca | 1-888-672-2556
- **Consumer Protection Ontario:** www.ontario.ca/consumer | 1-800-889-9768
- **Consumer Protection BC:** www.consumerprotectionbc.ca | 1-888-564-9963

Industry Resources:

- **Association of Home Appliance Manufacturers (AHAM):** Warranty best practices resources
- **Consumer Technology Association (CTA):** Industry warranty standards and guidance



Stay Compliant, Stay Connected

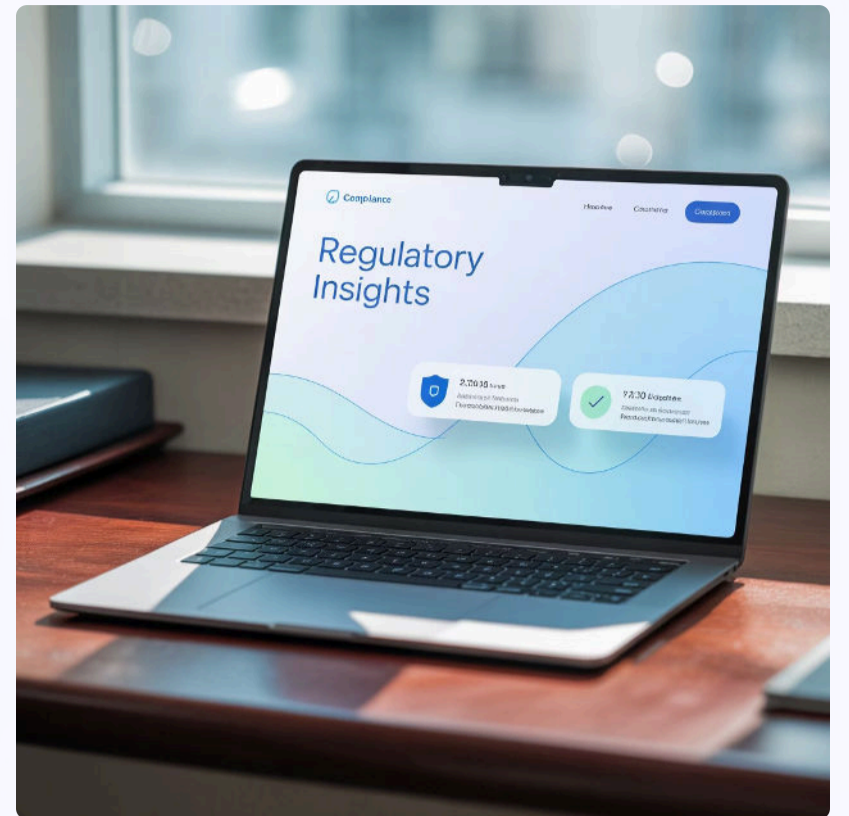
How to Get Updates

Warranty law evolves constantly. Regulatory agencies issue new guidance, courts interpret statutes, and legislatures enact consumer protection amendments. Staying current protects your business from compliance gaps.

AllShield Compliance Hub provides:

- Quarterly regulatory updates summarizing changes in U.S. and Canadian warranty law
- Annotated statute database with plain-language explanations
- Template library with customizable warranty documents
- Compliance training modules for staff and partners
- Industry alerts on enforcement actions and emerging trends

Visit www.allshield.com/compliance to access free resources and subscribe to update notifications.



Expert Consultation Services

Complex warranty situations benefit from personalized guidance. AllShield's compliance team includes attorneys licensed in the U.S. and Canada with deep experience in consumer protection law, cross-border commerce, and warranty program design.



Warranty Document Review

Legal analysis of your warranty terms for compliance with U.S. and Canadian requirements, with recommended revisions.



Compliance Audits

Comprehensive assessment of warranty programs, documentation, training, and claim processing procedures.



Custom Training Programs

Tailored education for your teams, covering warranty law, best practices, and your specific products and policies.



Strategic Planning

Guidance on warranty program design that balances legal compliance, cost management, and competitive positioning.

"AllShield helped us redesign our warranty program for the North American market. Their expertise in both U.S. and Canadian law was invaluable, and their bilingual templates saved us months of work. We now have a compliant, customer-friendly warranty that differentiates our brand."

— **Director of Compliance, Major Consumer Electronics Manufacturer**

Contact Us

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Other Info

- **Business hours:** Monday - Friday, 8:00 AM - 6:00 PM Eastern Time.
- **Emergency compliance support** available 24/7 for active regulatory investigations.

Schedule Your Consultation

Ready to ensure your warranty program meets North American requirements? Contact us today for a complimentary 30-minute compliance assessment. Our experts will review your current approach and identify opportunities to strengthen protection for your business and customers.

Visit www.allshield.com/contact or call [1 888 406 4545](tel:18884064545)