# FININ2MIN

# Consumer Protection Act, 2019 and E-commerce - Complete Professional Corpus - One-page Cheatbook

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# Chapter I - Preliminary and Definitions - One-page Control Sheet

Map consumer status, goods/services, defect, deficiency, unfair contract, product liability, e-commerce and transaction roles.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to consumer status and definitions.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Chapter II - Consumer Protection Councils - One-page Control Sheet

Understand advisory councils and policy feedback architecture.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to consumer councils.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Chapter III - Central Consumer Protection Authority - One-page Control Sheet

Control complaints, investigations, recall, reimbursement, unsafe goods and misleading advertisements.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to CCPA powers and enforcement.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Chapter IV - Consumer Commissions - One-page Control Sheet

Map jurisdiction, complaint filing, evidence, hearings, orders, review, appeals, service, limitation and enforcement.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to consumer commission litigation.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Chapter V - Consumer Mediation - One-page Control Sheet

Control referral, mediator conflicts, procedure, settlement and recording.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to consumer mediation.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Chapter VI - Product Liability - One-page Control Sheet

Separate manufacturer, service-provider and seller liability, causation and statutory defences.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to product liability.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Chapter VII - Offences and Penalties - One-page Control Sheet

Map misleading advertisements, adulterants, spurious goods, cognizance and search safeguards.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to consumer offences.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Chapter VIII - E-commerce, Rules and Savings - One-page Control Sheet

Apply e-commerce and direct-selling measures, overlapping remedies, delegated law and repeal/savings.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to e-commerce and delegated law.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Consumer Protection General Rules, 2020 - One-page Control Sheet

Map councils, complaints, procedure, records and administration.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to general rules.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Consumer Disputes Redressal Commission Rules, 2020 - One-page Control Sheet

Map commission composition, jurisdiction procedure and filing requirements.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to commission rules.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Consumer Commission Procedure Regulations, 2020 - One-page Control Sheet

Control complaints, evidence, hearings, orders, inspection, certified copies and electronic processes.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to commission procedure.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Consumer Protection Mediation Rules, 2020 - One-page Control Sheet

Map eligible disputes, exclusions, panels, fees and settlement procedure.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to mediation rules.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Consumer Protection Mediation Regulations, 2020 - One-page Control Sheet

Control mediator conduct, disclosure, confidentiality and administration.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to mediation regulations.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Consumer Protection E-commerce Rules, 2020 and Amendments - One-page Control Sheet

Map marketplace/inventory models, seller duties, disclosures, grievance, cancellation/refund and unfair practices.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to e-commerce rules.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Consumer Protection Direct Selling Rules, 2021 - One-page Control Sheet

Map direct seller/network entity duties, prohibited schemes, grievance and records.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to direct selling.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Consumer Commission Pecuniary Jurisdiction Rules, 2021 - One-page Control Sheet

Apply current consideration-based jurisdiction thresholds and forum selection.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to pecuniary jurisdiction.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# CCPA Misleading Advertisements and Endorsements Guidelines, 2022 - One-page Control Sheet

Substantiate claims, disclaimers, endorsements, expert status and targeting of children.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to advertising and endorsements.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# CCPA Dark Patterns Guidelines, 2023 - One-page Control Sheet

Review interface design, consent, subscription, scarcity, drip pricing and manipulation.

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to dark patterns.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Consumer Status and Maintainability - One-page Control Sheet

Professional control master for consumer status and maintainability

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to consumer status and maintainability.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# E-commerce Marketplace Seller Allocation - One-page Control Sheet

Professional control master for e-commerce marketplace seller allocation

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to e-commerce marketplace seller allocation.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Product Listing and Claims Substantiation - One-page Control Sheet

Professional control master for product listing and claims substantiation

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to product listing and claims substantiation.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Cancellation Return Refund and Chargeback - One-page Control Sheet

Professional control master for cancellation return refund and chargeback

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to cancellation return refund and chargeback.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Grievance Officer and Complaint SLA - One-page Control Sheet

Professional control master for grievance officer and complaint sla

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to grievance officer and complaint sla.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Misleading Advertisement and Endorsement Review - One-page Control Sheet

Professional control master for misleading advertisement and endorsement review

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to misleading advertisement and endorsement review.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Dark Pattern UX Compliance - One-page Control Sheet

Professional control master for dark pattern ux compliance

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to dark pattern ux compliance.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Product Recall and Unsafe Goods - One-page Control Sheet

Professional control master for product recall and unsafe goods

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to product recall and unsafe goods.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Product Liability Investigation - One-page Control Sheet

Professional control master for product liability investigation

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to product liability investigation.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Consumer Complaint Drafting and E-filing - One-page Control Sheet

Professional control master for consumer complaint drafting and e-filing

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to consumer complaint drafting and e-filing.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Territorial and Pecuniary Jurisdiction - One-page Control Sheet

Professional control master for territorial and pecuniary jurisdiction

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to territorial and pecuniary jurisdiction.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Evidence Affidavit and Expert Testing - One-page Control Sheet

Professional control master for evidence affidavit and expert testing

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to evidence affidavit and expert testing.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Consumer Mediation Strategy - One-page Control Sheet

Professional control master for consumer mediation strategy

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to consumer mediation strategy.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Appeal Deposit and Limitation - One-page Control Sheet

Professional control master for appeal deposit and limitation

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to appeal deposit and limitation.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Order Enforcement and Non-compliance - One-page Control Sheet

Professional control master for order enforcement and non-compliance

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to order enforcement and non-compliance.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Warranty Service and After-sales Controls - One-page Control Sheet

Professional control master for warranty service and after-sales controls

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to warranty service and after-sales controls.
2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Consumer Data DPDP and Cyber Interface - One-page Control Sheet

Professional control master for consumer data dpdp and cyber interface

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to consumer data dpdp and cyber interface.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.

# Case-law Citator and CCPA Order Tracker - One-page Control Sheet

Professional control master for case-law citator and ccpa order tracker

## Five-step rule

1. Identify the legal trigger, responsible actor and evidence relevant to case-law citator and ccpa order tracker.

2. Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.

3. Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.

4. Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.

5. Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

## Evidence pack

Official source; classification memo; authority; operative document; notices/consents; calculations; logs; filing/payment/delivery proof; remediation and appeal chronology.

## Red flags

Wrong actor or jurisdiction; outdated rule; missing exception analysis; bundled consent; undocumented approval; threshold calculation without source data; delayed filing; incomplete logs; assuming contract overrides mandatory law.

## Decision

Proceed only when the legal trigger, current source, owner, control, evidence, exposure, remedy and forum have been documented.