Product Warranty

Products · https://spos.pk/docs/product-warranty/

A product warranty is a promise that a product will work as expected for a set period after it is sold. In Smart POS, you can record warranty details on a product, so staff know which items are covered and for how long when a customer returns with a faulty product.

Product warranty

1. Go to **Products** from the Smart POS main menu and open the product that carries a warranty.
2. Find the warranty settings on the product and enter the warranty period, for example in days or months, and any warranty terms.
3. Save the product, then sell it as normal at the POS screen, so the sale is linked to the product and its warranty.
4. When a customer brings the product back, open their sale or invoice to confirm the sale date and check whether it is still within the warranty period.
5. If the product is covered, handle the warranty claim through a return or replacement, and record the outcome on the sale.

Tip: Record the warranty period when you first add the product, so staff never have to guess whether a returned item is still covered.

Related guides: Sales return · See it for: Mobile Shop