

## Section E: After-Sales Support

*[This section should focus only on those issues that are unique and specific to this sector. It should not be a general description.]*

- What channels are available to support and service the product?
  - combination of local sales staff, independent distributors, corporate-level contacts, networks, hotlines, 1-800 numbers, locally-available troubleshooters etc.
- What is the available sales support infrastructure?
  - technical human-resource availability, reliable distributors, communications network, etc.

## CHAPTER 4: THE REGULATORY FRAMEWORK

### Section A: Customs and Tariffs

#### Rates

- What general rates affect the sector?
- Do rates on specific products exist?
- Are there specific government requirements/references to specific laws?

#### Procedures

- Are there any customs requirements, rules or procedures specific to the sector?

### Section B: Health, Safety and the Environment

*[This section should alert readers to any regulations governing issues such as health concerns, worker safety/compensation, product safety, consumer protection, or environmental requirements.]*

### Section C: Technical standards

*[Again, the section should focus only on the products in the specified sector. For industrial electronics, for example, it would include issues such as sizes, power sources, performance requirements, operational protocols, etc. It might also include labelling and packaging requirements, technical manuals, product descriptions, etc.]*