

**WARRANTY WALLET: A PLATFORM TO INTEGRATE
MANUFACTURERS, RETAILERS, AND CONSUMERS
FOR PITFALL FREE WARRANTY PROCESS**

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Abstract

Warranty programs are becoming increasingly common in the modern world, providing consumers with the assurance that the manufacturer intends to maintain a long-term relationship with the consumers and providing after-sales service. Warranty programs also provide consumers an opportunity to have defective items repaired or replaced with a new one at a no cost or at a reduced cost. Retailers play an important role by facilitating the warranty process.

Although an effective warranty procedure adds value to consumers, retailers, and manufacturers, flaws in the process due to a lack of integration drive stakeholders away. The aim of this project is to analyze the factors which cause the lack of integration among the stakeholders in the current warranty process in Sri Lanka and to design, develop, test, and evaluate an application that will address the pitfalls in the warranty process.

In order to achieve the above-mentioned aim, a detailed literature survey was conducted to identify pitfalls in the current warranty process. Furthermore, findings were confirmed through surveys and interview conducted with stakeholders involved in the warranty system. Addressing identified requirements “Warranty Wallet” application is introduced. The application was further reviewed by technical and industry experts to identify whether a solution has addressed the identified problem.

Keywords: - Warranty tracking, warranty claim management, warranty data analysis, Smart contract, QR integration, Integrated system