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**Specifications for the after-sales repair service of clocks and
watches**

钟表售后维修服务规范

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1 Scope

This document defines the terms and definitions of after-sales repair service for clocks and watches, and specifies the requirements, the customer follow-up and the handling of complaints.

This document applies to the after-sales repair service of clocks and watches provided by clock and watch manufacturing enterprises, by sales and service enterprises and by independent clock and watch repairers.

3 Terms and definitions

3.1 after-sales repair service: all the technical and management activities carried out after a clock or watch has been sold which, in order to meet the needs of the customer, maintain or restore the functional requirements of the product.

3.2 service provider: the organization or the individual that provides the after-sales repair service for the product. Note: the service provider includes the producer and the seller of the product, and it can also be an independent clock and watch repairer.

3.3 after-sales repair service point: the establishment set up by the service provider (3.2) to provide the relevant after-sales repair service to customers.

3.4 independent watch and clock repairer: an organization or an individual independently engaged in the repair service of clocks and watches.

4.1 Basic requirements

4.1.1 The service provider shall have an organizational body for after-sales repair service and the corresponding after-sales repair service points, and shall define their responsibilities.

4.1.2 The service provider shall establish a system of rules for the after-sales repair service, including financial management, customer management, service quality management, staff training, spare parts management and the handling of customer complaints, so that every part of the after-sales repair work has a written rule to follow.

4.1.3 When the service provider gives the after-sales repair service, the customer has the right to be informed of the repair items, the repair charges, the cause of the fault, the service undertakings and the channels for complaint. The service provider shall answer the questions raised by the customer truthfully and patiently.

4.1.4 An after-sales repair service point authorized by a manufacturing enterprise or by a sales and service enterprise shall be open to verification through the official channels of the authorizing party, such as the official website of the authorizing party or the instructions for use of the product.

4.2 Requirements for the after-sales repair service point

4.2.1.1 The setting up of after-sales repair service points by manufacturing enterprises and by sales and service enterprises meets the following requirements: the number of after-sales repair service points shall match the number of sales outlets for the product, so that the demand for repair is met; where an enterprise entrusts the after-sales repair work to another organization or individual, the two parties shall sign a contract.

4.2.1.2 An after-sales repair service point set up by an independent clock and watch repairer shall have obtained a business licence whose scope of business includes the repair of clocks and watches.

4.2.2.1 Service premises. The after-sales repair service point shall have dedicated premises in which to carry out the after-sales repair service. Those premises shall: display a conspicuous after-sales repair service sign in a suitable position; be clean and tidy, well lit and of good visual appearance; display the business licence, the service items, the service undertakings, the occupational qualifications of the repair and service personnel, the scale of charges and the telephone numbers for enquiries and complaints; have storage facilities for the clocks and watches and for the repair spare parts; have a reception area and a repair area that meet the needs of the repair service.

4.2.2.2 Equipment. The after-sales repair service point shall be provided with the following equipment: office equipment and communication equipment; the general-purpose and special-purpose repair tools, auxiliary tools, equipment and related measuring instruments

needed for the repair of clocks and watches, the accuracy of the special instruments and equipment for clock and watch repair meeting the requirements for instruments and equipment given in the corresponding product standards.

4.2.2.3 Service items. According to the different functions of the different clock and watch products, the after-sales repair service point shall provide the customer with the following service items: servicing and overhaul; installation and adjustment; the supply of conforming repair parts; answers to the enquiries of the customer; the handling of customer complaints, or assistance in handling them; guidance to the customer in the correct use of the product; assistance in handling returns and exchanges by the customer.

4.3 Requirements for after-sales repair service personnel

4.3.1 Staffing. The after-sales repair service point shall provide customer service personnel and repair personnel according to the service needs of the different goods. The duties of the customer service personnel may be performed by the repair personnel.

4.3.2 Customer service personnel. The customer service personnel who receive customers, take their enquiries and answer their questions shall: wear the working clothes laid down in the relevant rules and carry a service badge; be civil and courteous in their behaviour, be good listeners, be warm and open, be able to speak Mandarin, and be able to represent the image of the enterprise well; be able to take the standpoint of the customer in helping to meet the actual needs of the customer; have been trained in the relevant clock and watch technology and service by the enterprise or by a training institution, and meet the requirements for the post.

4.3.3 Repair personnel. The clock and watch repair personnel shall: be civil and courteous in their behaviour, be good listeners, be warm and open, and observe the rules of professional ethics; be able to take the standpoint of the customer in helping to meet the actual needs of the customer; have been trained in clock and watch technology and service by the enterprise or by a specialized training institution, have mastered the professional knowledge and the repair skills of clocks and watches, and meet the relevant requirements for the grade of occupational skill.

4.4 Requirements for the after-sales repair service

4.4.1 Repair service time. The repair of the clock or watch, the repair time and the time over which normal use is guaranteed after repair are those given for the period of validity of the Rules on the responsibility for repair, replacement and return of certain goods (below, the three guarantees). For the repair of a clock or watch beyond the period of validity of the three guarantees, the time needed for the repair service shall meet the service undertaking.

4.4.2 Supply of repair spare parts. The manufacturing enterprise or the sales and service enterprise shall supply the after-sales repair service point promptly with the spare parts

needed to repair the clock or watch; the independent clock and watch repairer shall purchase the needed spare parts promptly. The source of supply of the spare parts and the corresponding charges shall be made clear, and where the customer asks for the replaced spare parts to be returned, they shall be returned to the customer.

4.4.3.1 Pre-diagnosis. The after-sales repair service personnel shall make a pre-diagnosis of the fault on the basis of the description the customer gives of the faulty clock or watch and shall, on the basis of the result of that pre-diagnosis, tell the customer the expected repair items and their content, the repair charges and the repair service time. The after-sales repair service personnel shall tell the customer of the further repair items, and their cost, that may arise from other quality problems found or produced during the repair.

4.4.3.2 Filling in the repair record sheet. The after-sales repair service personnel shall fill in a repair and servicing record sheet whose content shall include the following basic items: the name and contact details of the customer; the date and place of purchase of the clock or watch taken in for repair; the model of the clock or watch taken in for repair; its functional features; its external features, its condition and its accessories; the description the customer gives of the fault of the clock or watch handed in for repair; the result of the pre-diagnosis of the fault made by the repair personnel; the repair budget, including the servicing charge, the repair charge, the cost of the spare parts replaced and the service charge; the expected date of delivery and the treatment of any overrun; the confirming signature of the customer and the date. After the repair has been completed, the following further items shall be entered on the record sheet: the description of the actual fault; the name and cost of the spare parts actually replaced and the repair charge; the signature of the repair personnel; the time at which the completed repair is delivered; the assessment of service quality; the acceptance signature of the customer and the date; the servicing and other points to be noted.

4.4.3.3 Repair charges. Clocks and watches within the period of validity of the three guarantees are dealt with according to the rules of the three guarantees; where the warranty period stated by the enterprise is longer than that laid down in the three guarantees, the undertaking of the enterprise applies. Where a manufacturing enterprise or a sales and service enterprise entrusts or appoints an independent clock and watch repairer, the payment of the repair charge is agreed in the contract between the two parties. For clocks and watches beyond the period of validity of the three guarantees or beyond the warranty period undertaken by the enterprise, a repair budget shall be drawn up on the basis of the result of the pre-diagnosis and the result shall be entered in the repair budget column of the repair record sheet. The budget shall be objective and reasonable. The final settlement of the repair charge is based on the cost actually incurred. The repair personnel shall tell the customer truthfully the actual content and items of the repair and shall enter them in the columns of the repair record sheet for the actual repair items and their content. If the actual cost exceeds the budget, the customer shall be told before the repair is carried out, and it shall be settled whether the repair is to continue.