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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 42504-2023

Guidelines on consumer warranties/guarantees

消费者保证/担保准则

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Foreword

This document was issued on 17 March 2023 by the State Administration for Market Regulation; Standardization Administration of the PRC and takes effect on 17 March 2023.

It is a GB/T standard: recommended rather than compulsory, but it is the text a Chinese reviewer applies when assessing a submission.

1 Scope

GB/T 42504-2023 covers the warranty or guarantee a manufacturer or supplier gives a consumer with a product: what form it takes, what it has to cover, and what happens when it is not honoured. Purpose and principles come first, resting on the business's responsibility for the safety, durability and performance of what it sells while complying with applicable law and international codes of conduct. General requirements deal with the circumstances in which a warranty applies, registration conditions among them - signing up must not cost the consumer a fee, which is what separates a warranty from an extended warranty sold as a product of its own. The scope clause then works through the express and implied terms a supply contract should carry, so that protection does not depend on whether a particular promise was written down. Other requirements set out the right to redress against the supplier when the obligations are not met, and Appendix A charts that route as a flow diagram. There are no normative references, so the definitions clause does the load-bearing work: business, consumer and the rest are pinned down because a warranty is more often narrowed by vocabulary than by an outright refusal. For manufacturers and

retailers drafting warranty terms, consumer protection regulators and consumer organisations.

This document specifies the form and content of warranties / guarantees provided by the manufacturer and / or supplier to consumers, so as to achieve consumers' reasonable expectations for the products.

This document is applicable to transactions, including online transactions, of new and used products between business and consumers. It also applies to product-related services required

to complete the transactions (for example, tailoring service required for clothes purchasing).

2 Normative References

This document does not have normative references.

3 Terms and Definitions

The following terms and definitions are applicable to this document.

3.1 business

Business refers to an organization that engages in business activities for the purpose of profit

in the process of obtaining or providing products through price or other modes.

3.2 consumer

Consumer refers to an individual that purchases or uses property, products or services for private purposes.

[source: GB/T 36000-2015, 3.19]

3.3 consumer product

Consumer product refers to a product (3.8) covering digital content (3.4) that is mainly (but not

limited to) designed and produced for personal use, including product components, parts, accessories, instructions for use, packaging and labeling.

[source: GB/T 35248-2017, 2.2, modified]

3.4 digital content

Digital content refers to data produced and provided to consumers in digital form.

3.5 exclusion

serious imbalance in the rights and obligations of both parties to the contract, and damages the

interests of consumer (3.2).

EXAMPLE: terms such as "goods sold by samples", "paid money is non-refundable" and "sold

goods are non-returnable".

3.15 warranty

guarantee

Warranty / guarantee refers to an enforceable promise made by the manufacturer (3.6) or supplier (3.13) to the consumer (3.2) to properly repair, replace or refund the defective product

(3.8). If the consumer is dissatisfied with the repair, it has the right to request for a replacement

or refund.

3.16 express warranty

express guarantee

Express warranty / express guarantee refers to clearly specified terms in the warranty / guarantee (3.15) document.

3.17 extended warranty; extended guarantee

Extended warranty / extended guarantee refers to extended warranty / guarantee (3.15) beyond

the specified warranty / guarantee period provided by the manufacturer (3.6) or supplier (3.13)

to the consumer (3.2).

3.18 implied warranty

implied guarantee

Implied warranty / implied guarantee refers to warranty / guarantee (3.15) not expressly stated

by the manufacturer or supplier, but implied in the contract or required by law.

3.19 statutory warranty

statutory guarantee

mandatory warranty

mandatory guarantee

Legally prescribed mandatory warranty / guarantee (3.15).

3.20 vulnerable consumer

Vulnerable consumer refers to a consumer (3.2) who is at a greater risk of harm due to age, education level, physical condition or lack of the ability to obtain product (3.8) safety information.

[source: GB/T 35248-2017, 2.30]

4 Purpose and Principles

While complying with applicable laws and international codes of conduct, the business shall be

responsible for the safety, durability and performance of the products. The purpose of this document is to assist the manufacturer and / or supplier in developing, implementing and improving product warranties / guarantees. The warranties / guarantees should protect the consumer against product defects.

The manufacturer / supplier should fulfill the warranties / guarantees to the consumer in accordance with the following principles:

- a) Develop, implement and support consumer product standards to ensure that the consumer is protected in terms of product safety, performance and durability;
- b) Promise to take remedial measures promptly and effectively when the consumer product fails to meet the expected safety, performance and durability requirements;
- c) By establishing production standards that support the warranty / guarantee terms, promote a product quality culture among the manufacturers and / or suppliers;
- d) Develop a process that complies with the requirements of laws, regulations and various standards, for example, as listed in ISO 10002.

5 General Requirements

5.1 Situation of warranties / guarantees