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

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**After-sales service-Service specification of unconditional
return**

售后服务 无理由退货服务规范

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting.

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

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After-sales service no-reason return service specifications

1 Scope

This document stipulates the basic requirements for after-sales service no-reason returns, operator requirements, return conditions, return process, service supervision and evaluate.

This document applies to the unconditional return of goods purchased through non-site sales (Internet, TV, telephone, mail order, etc.) and on-site sales Serve.

This document does not apply to the no-reason return service for intangible goods.

2 Normative references

GB/T 34432-2017

3 Terms and Definitions

The terms and definitions defined in GB/T 34432-2017 and the following apply to this document.

3.1 After-sales service

A series of activities and measures provided to meet customer needs after the product is sold.

Note. Goods do not include intangible goods.

[Source. GB/T 34432-2017, 2.1, with modifications]

4.1 Unconditional Returns for Off-site Sales

Operators who sell goods through non-site sales methods such as the Internet, television, telephone, and mail order should provide consumers with a seven-day unconditional return policy. Serve.

4.2 On-site sales without reason return

Operators who sell goods through on-site sales and voluntarily promise to provide a no-reason return service should refund the goods to consumers according to the content of the promise or the agreement between the two parties.

Provide consumers with no-reason return service.

4.3 Management of returns without reason

4.3.1 Operators should establish and improve a no-reason return service management

system, provide consumers with no-reason return services, and coordinate the handling of consumer disputes.

It is convenient for consumers to return products without any reason quickly and conveniently.

4.3.2 Operators should establish a record of goods returned without reason, and record the name, product code, shopping receipt, purchase time, return date, etc. of the goods returned without reason.

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