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

SB/T 11147-2015

**Management standards of Hongmu commodity sale and
after-sale service
(English Translation)**

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Foreword

This standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This standard is proposed and managed by the Ministry of Commerce of the People's Republic of China.

This standard is mainly drafted by. China Wood and Wood Products Circulation Association Redwood Circulation Professional Committee, Dongyang Dongyi Arts & Crafts Co., Ltd.

Division, Sufu Hongmu Craft Factory.

Participated in the drafting of this standard. Zhejiang Nianhonghong Industrial Co., Ltd., Zhejiang Zhuomu Wanghongmu Furniture Co., Ltd., Sufu Redwood Craft Factory, Beijing Junxing Furniture Co., Ltd., Beijing Yiwei Wood Industry Co., Ltd., Guangdong Xinhui Classical Furniture City Co., Ltd., Guangdong Red Yun Furniture Co., Ltd., Beijing Jiahe Jiamei Home Market Co., Ltd., Tongxiang Huicai Hongmu Furniture Co., Ltd., Dongyang Yugantang Gonghong Hongmu Furniture Co., Ltd., Shenzhen Xiangli Craftsman Co., Ltd., Zhejiang Wanjiayi Furniture Co., Ltd., Zhejiang Shicheng Redwood Home Company, Beijing Wood Industry Association, Fujian Huaming Huaju Home Furnishing Co., Ltd., Ruili Caiyunnan Group Wood Co., Ltd., Beijing Juxiantang Culture and Art Center, Guangxi Tongle Redwood, Beijing Ruixiang An Classical Furniture Co., Ltd., Yunnan Ruili Southwest Development Company Wood Processing Factory, Putian City Everyone Home Classic Furniture Co., Ltd., Shanghai Jinxiang Craft Furniture Co., Ltd., Shandong Fenglin Redwood Furniture Co., Ltd., Jiangmen City Guangxin Timber Trading Market Co., Ltd., Jingjiang Ziyuanxuan Classical Furniture Co., Ltd., Beijing Jinlongyi Craft Classical Furniture Co., Ltd., North Beijing Pantianhong Classical Furniture Co., Ltd., Dongyang Kanghua Redwood Furniture Factory.

1 Scope

This standard specifies the terms and definitions, sales, repurchase and after-sales services of mahogany products.

This standard applies to the production, circulation, research and teaching of redwood products.

2 Normative references

The following documents are indispensable for the application of this document. For dated references, only dated versions apply to this article.

Pieces. For undated references, the latest edition (including all amendments) applies to this document.

GB 5296.6 Instructions for use of consumer goods - Part 6. Furniture GB/T 17242
Complaint Handling Guide GB/T 18107 Rosewood GB/T 18760 Consumer Goods Service
Method and Requirements GB/T 27922 Commodity after-sales service evaluation system
GB 28010 General technical conditions for mahogany furniture SB/T 10383 Commercial
Wood and its products logo SB/T 10758 Redwood Commercial Name SB/T 10759
mahogany grade

3 Terms and definitions

The following terms and definitions are defined in GB/T 17242, GB/T 18107, GB/T 27922, GB 28010 and SB/T 10383.

Used in this document.

Redwood products hongmucommodity all wooden parts (except decorative parts and fittings) are made of mahogany material as specified in GB/T 18107.

Wood, other parts of the surface of the sapwood area does not exceed 1/10 of the surface area of the part of the processing, and enter the market circulation of furniture, flooring, doors Windows, crafts, etc.

Buy back

According to the agreement, the seller will purchase the designated mahogany products purchased by the consumer within a certain period of time.

4.1 Basic requirements

4.1.1

The identification of redwood products shall comply with the relevant provisions of SB/T

10383.

4.1.2

Redwood products should be identified and identified before sale, and the results of the identification shall be used as the basis for the express use of the goods. Redwood products the name of the name wood should be prepared in accordance with SB/T 10758.