



## **Consumer product recall—Guidelines for suppliers**



This Australian Standard® was prepared by Committee CS-106, Consumer Product Management Systems. It was approved on behalf of the Council of Standards Australia on 1 February 2017.

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The following are represented on Committee CS-106:

- Australian Competition and Consumer Commission
  - Australian Industry Group
  - Australian Toy Association
  - CHOICE
  - Consumer Electronics Suppliers Association
  - Consumers' Federation of Australia
  - National Retail Association
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This Standard was issued in draft form for comment as DR AS ISO 10393:2016.

Standards Australia wishes to acknowledge the participation of the expert individuals that contributed to the development of this Standard through their representation on the Committee and through the public comment period.

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Australian Standard®

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## PREFACE

This Standard was prepared by the Standards Australia Committee CS-106, Consumer Product Management Systems.

The objective of this Standard is to provide practical guidance to suppliers on consumer product recalls and other corrective actions after the product has left the manufacturing facility. Other corrective actions include, but are not limited to, refunds, retrofit, repair, replacement, disposal and public notification.

This Standard is identical with, and has been reproduced from ISO 10393:2013, *Consumer product recall—Guidelines for suppliers*.

As this Standard is reproduced from an International Standard, the following applies:

- (a) In the source text 'this International Standard' should read 'this Australian Standard'.
- (b) A full point substitutes for a comma when referring to a decimal marker.

There are no normative references in the source document.

There are mandatory requirements concerning the conduct of a recall in Australia under the Australian Consumer Law.

Information and guidelines are available from the ACCC at [www.productsafety.gov.au](http://www.productsafety.gov.au).

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