



**Consumer product recall — Guidelines  
for suppliers**

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- 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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Australian Standard<sup>®</sup>

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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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## INTRODUCTION

There is a wide variety of products available to consumers in the global marketplace. Products routinely travel across borders in order to meet increasing consumer demand as suppliers seek to lower cost and expand markets. While many products are safe and fit for intended use, statistics show that, each year, millions of people suffer injuries or illness, or die from unsafe products.

While regulations and standards exist in many countries, and industries do all they can to make products safe and fit for intended use, problems related to design flaws, manufacturing defects, inadequate warnings or instructions still result in unsafe products entering the marketplace. In those instances, it is critical that corrective actions, which include recall, are carried out quickly and effectively. Although many countries have regulatory requirements and guidance for suppliers to conduct product recalls, many do not. Even in countries with well-developed requirements, recalls may be ineffective. As a result, there are inconsistencies in the approaches to product recall and other corrective actions, and products that pose health or safety risks to consumers remain in the marketplace.

This International Standard is designed to provide practical guidance in determining whether corrective actions, including recalls, need to be carried out by the supplier of consumer products. It also provides best practices for conducting a product recall if it is necessary. The guidance provides information and tools that suppliers of all sizes can use to develop a documented and validated product recall programme that will help them implement timely and cost-effective recalls, minimize legal and reputation risks, and reduce health or safety risks to consumers.

Although this International Standard is intended for suppliers, it might also help government agencies in developing or improving product recall policies and guidelines.

Broad application of this International Standard will lead to a more consistent approach to removing unsafe products from the global marketplace, to improving coordination between government and consumer products organizations in different countries, and to increasing consumer confidence in the safety of products available in the marketplace.

This International Standard has been developed in parallel with ISO 10377, which focuses on product safety. The relationship between this International Standard and ISO 10377 is illustrated in [Figure 1](#).

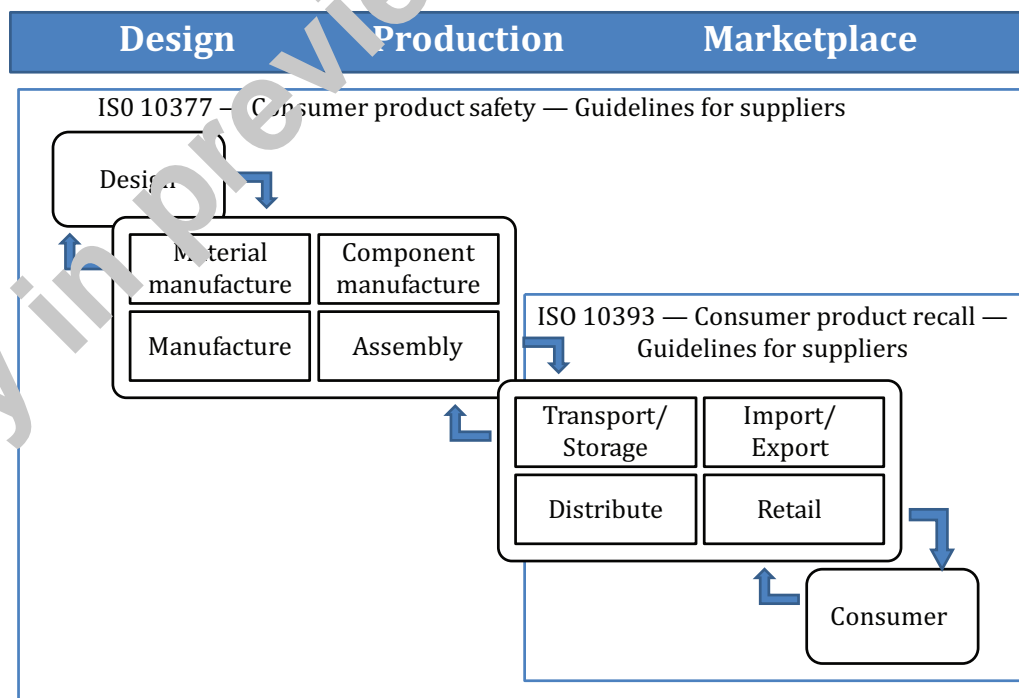


Figure 1 — Relationship between this International Standard and ISO 10377

## AUSTRALIAN STANDARD

**Consumer product recall—Guidelines for suppliers****1 Scope**

This International Standard provides 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 International Standard is intended to apply to consumer products, but might also be applicable to other sectors.

**2 Terms and definitions**

For the purposes of this document, the following terms and definitions apply.

**2.1****consumer**

individual member of the general public purchasing or using property, products or services for private purposes

[SOURCE: ISO 26000:2010, 2.2]

**2.2****consumer product**

product designed and produced primarily for, but not limited to, personal use, including its components, parts, accessories, instructions and packaging

[SOURCE: ISO 10377:2013, 2.2]

**2.3****competent**

suitably trained or qualified by knowledge and practical experience to enable the required task or tasks to be carried out

[SOURCE: ISO 22846-1:2003, 2.1.1]

**2.4****corrective action**

action intended to remove potential for harm and to reduce risk

Note 1 to entry: For the purposes of this International Standard, corrective actions are referred to as “recalls” because the public and media more readily recognize and respond to that description.

**2.5****for foreseeable misuse**

improper or incorrect use of a product that is capable of being known or anticipated in advance, based on a supplier’s best knowledge about the product and human behaviour

EXAMPLE Improper use by children or the elderly.

[SOURCE: ISO 10377:2013, 2.5]