

Australian Standard

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**THE PROVISION OF  
WARRANTIES/GUARANTEES  
FOR HOUSEHOLD GOODS**

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The following industrial, consumer and governmental organizations and departments were officially represented on the committee entrusted with the preparation of this standard:

Australian Consumers Association  
Australian Electrical Manufacturers Association  
Australian Federation of Consumer Organizations Incorporated  
Australian Gas Association  
Australian Retailers Association  
Confederation of Australian Industry  
Electricity Supply Association of Australia  
Gas Appliance Manufacturers Association of Australia  
State Consumer Affairs Bureaux  
Trade Practices Commission

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*This standard was issued in draft form for public review as DR 77135.*

Australian Standard<sup>®</sup>

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**CODE OF PRACTICE FOR  
THE PROVISION OF  
WARRANTIES/GUARANTEES  
FOR HOUSEHOLD GOODS**

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## PREFACE

This standard was prepared by a working group of the Association's Committee on Consumer Transactions. It is one of a series of standards requested by the Department of the Capital Territory Consumer Affairs Bureau, on the subject of contract conditions for a variety of consumer transactions.

Many manufacturers' warranties or guarantees were considered to be capable of being misleading or of seeking to limit the customer's legal rights, or of seeking to imply that the warranty or guarantee was of some value to the customer, whereas its provisions might actually be restrictive. Although legislation in this field has now removed many such problems, it is expected that manufacturers' warranties and guarantees will continue to exist as a point of competition.

This standard has been prepared with the objective of assisting manufacturers, importers or retailers who wish to offer voluntary warranties or guarantees additional to those implied by law.

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