

Title	Explain jewellery warranties to customers		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to explain jewellery warranties to customers.
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Classification	Retail, Distribution, and Sales > Jewellery Sales and Service
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Available grade	Achieved
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Guidance Information

- 1 This unit standard is based on the unit of competency SIRRRPK008A, *Recommend jewellery products and services*. ServiceIQ acknowledges the assistance provided by the Australian Service Industries Skills Council (Service Skills Australia) in permitting the unit of competency to be used as the basis for this unit standard.
- 2 All tasks are to be carried out in accordance with organisational procedures, the organisation being the enterprise carrying out the work.
- 3 Legislation relevant to this unit standard includes but is not limited to: Consumer Guarantees Act 1993, Fair Trading Act 1986, Contract and Commercial Law Act 2017, Credit Contracts and Consumer Finance Act 2003, Privacy Act 1993.
- 4 Definitions
Jewellery includes rings, necklaces, bracelets, chains, brooches, earrings, watches.
Organisational procedures referred to in this unit standard may include but are not limited to the applicable procedures found in the following: organisational performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.

Outcomes and performance criteria

Outcome 1

Explain jewellery warranties to customers.

Performance criteria

- 1.1 Types of warranties are clearly explained to customers.

Range types of warranties include – manufacturer's warranty, extended warranty, repair or replacement warranty, promotional warranty.

- 1.2 Individual warranty terms and conditions for specific pieces of jewellery are explained to customers.

Range includes but is not limited to – duration, cost, retailer’s, manufacturer’s and/or wholesaler’s obligations, repair and/or replacement provisions; customers’ responsibility; evidence is required for three different pieces of jewellery.

Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 March 2008	31 December 2018
Review	2	8 December 2016	31 December 2021
Revision	3	29 March 2018	N/A

Consent and Moderation Requirements (CMR) reference	0225
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.