

Title	Demonstrate knowledge of risk and warranty for marine retail and distribution		
Level	4	Credits	3

Purpose	People credited with this unit standard are able to: identify risks in marine retail and distribution businesses; identify risk prevention and mitigation strategies for marine retail and distribution; describe warranty claim processes in marine retail and distribution; and describe the implied guarantee requirements for selling goods in New Zealand.
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Classification	Boating Industries > Marine Sales and Services
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Available grade	Achieved
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Guidance Information

1 Definitions

Guarantee refers to a promise made to a purchaser on the goods and services bought. There are two types of guarantee:

Implied guarantees refers to guarantees about the life, quality, repairs, price, and servicing of goods or services given to you by law. Most of these come from the Consumer Guarantees Act 1993.

Express guarantees refers to guarantees over and above the guarantees given by law, about the quality, servicing, etc of goods or services. To get an express guarantee, a warranty card may have to be completed when the goods or services are purchased. Most expensive goods, such as household appliances, electronic goods, and marine equipment are sold with a warranty, which covers a specific period of time.

Warranty refers to the same as an express guarantee.

Manufacturer requirements refers to warranty conditions specified by a manufacturer.

2 References

Consumer Guarantees Act 1993

Fair Trading Act 1986.

Outcomes and performance criteria

Outcome 1

Identify risks in marine retail and distribution businesses.

Performance criteria

1.1 Examples of risks and their implications are identified for marine retail and distribution businesses.

Range includes but not limited to – excess stock, incorrect stock, price, discount, natural disasters, warranty claims, staff liability, theft, product damage, economic downturn, seasonal variations, trends, rental obligations, exchange rate, cost price increase, inflation, shipping cost increase, lack of skill availability, technology changes, competition, reputation, faulty products.

Outcome 2

Identify risk prevention and mitigation strategies for marine retail and distribution.

Performance criteria

2.1 Potential strategies for preventing or mitigating risks are identified for marine industry retail and distribution situations.

Range includes but not limited to – excess stock, incorrect stock, price, discount, natural disasters, warranty claims, staff liability, theft, product damage, economic downturn, seasonal variations, trends, rental obligations, exchange rate, cost price increase, inflation, shipping cost increase, lack of skill availability, technology changes, competition, reputation, faulty products.

Outcome 3

Describe warranty claim processes in marine retail and distribution.

Performance criteria

3.1 Warranty terms and conditions for marine products are described in accordance with manufacturer requirements.

3.2 Processing of warranty claims is described for products sourced from manufacturers that offer a warranty.

Range a New Zealand and international manufacturer.

3.3 Processing of warranty claims is described for products sourced from distributors and re-distributors that offer a warranty.

Range a New Zealand and international distributor.

Outcome 4

Describe the implied guarantee requirements for selling goods in New Zealand.

Performance criteria

- 4.1 Implied guarantee requirements are described in accordance with the Consumer Guarantees Act 1993.
- 4.2 Implied guarantee requirements are described in accordance with the Fair Trading Act 1986.
- 4.3 Warranty requirements are described in accordance with the Sale of Goods Act 1908.

Planned review date	31 December 2020
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	12 December 2008	N/A
Rollover and Revision	2	31 May 2018	N/A

Consent and Moderation Requirements (CMR) reference	0136
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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 the NZ Marine and Composites ITO training@nzmarine.com if you wish to suggest changes to the content of this unit standard.