

Overview

This standard is for those who are required to respond to legislation which affects customers' rights. It focuses on ensuring the customer is made aware of refund and guarantee policies and also deals with pricing policies and the role of Trading Standards.

This standard is aimed at those working in a customer-focused environment such as a plant nursery or garden centre.

Performance criteria

You must be able to:

1. check that customers have been made aware of refund policies in accordance with relevant legislation
2. handle customer refunds correctly in accordance with their rights
3. check that customers have been made aware of any guarantee policies in accordance with their rights
4. handle customer guarantee enquiries
5. check goods are priced correctly and deal with any pricing queries
6. confirm products are fit for sale
7. check sale/reduced price goods are correctly labelled
8. maintain customer confidentiality
9. confirm that all customer details are stored safely and securely in accordance with data protection legislation and organisational procedures

Knowledge and understanding

You need to know and understand:

1. how the organisational refund and guarantee policies work in accordance with customers' legal rights
2. how to handle customer refunds and guarantee enquiries in accordance with customers' legal rights
3. consumer legislation and how this affects the retail environment
4. the role of Trading Standards in enforcing relevant legislation
5. pricing procedures including Value Added Tax, unit pricing and price comparison and how to display sale prices
6. how to check that products are fit for sale
7. the importance of maintaining customer confidentiality
8. how to make sure customer details are kept safely and securely in accordance with data protection legislation and organisational procedures

Respond to legislation which affects customers' rights

Scope/range

A. respond to problems and complaints covering:

1. sales
2. refunds
3. guarantees
4. customer rights

Respond to legislation which affects customers' rights

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