

Cross-border Trade of Second-hand goods – Part 1: General requirement

NP stage

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL:
www.iso.org/iso/foreword.html.

This document was prepared by Project Committee ISO/PC 245, *Cross-border trade of second-hand goods—Part 1: General requirements*. This edition of ISO 20245 cancels and replaces ISO/TS 20245: 2017.

The main changes compared to ISO 20245:2017 are as follows:

~~1. Rename the document as *Second-hand goods trade—Part 1:General Requirements to avoid confusion that this document can not be applied within the country. This document applies to second-hand trade both within the country/region and across border.*~~

~~2.1.~~ Restructure to differentiate between “Basic Principle” and “Evaluation requirements for second-hand goods” and detail requirements to reflect safety, health and sustainability concerns of major 2nd-hand goods.

~~3.2.~~ Revise to specify “Process”, “Participants” and “Method” of “Determination of conformity” and detail how the evaluation is implemented.

~~4.~~ Include refurbished goods in the scope to reflect the reality in booming online second-hand trade, and redefine refurbished goods to differentiate with remanufactured goods.

~~5.3.~~ Revise checklist and make it applicable to all relevant participants, not just importers and exporters

Introduction

The cross-border movement of second-hand goods has been in practice for many years as low-cost, durable and safe second-hand goods as an alternative to higher-priced new goods are highly welcomed. With the rapid development of e-commerce in recent years, cross-border transactions of second-hand goods are becoming increasingly common. In addition, the re-use of consumer goods is viewed as a significant factor in promoting sustainable development because it is more resource efficient than manufacturing new items and it diverts goods that might otherwise go to landfills and other disposal facilities.

Although it is generally understood that the expectations on second-hand goods will be somewhat lower than new goods, they are still obliged to meet basic requirements to guarantee consumer health and safety. Nonetheless, dangerous or unsustainable second-hand goods can find their way into the market, leading to serious health and safety risks and resource waste problems for the importing country.

When this work first started in ISO, an important issue was clothing and personal items that might be contaminated. With the rise of consumption in consumer electronics, more and more 2nd-hand electronics are entering into market. Safety and environment issues of products such as batteries, appliances and other electronic or electrical items are becoming more prominent for the consumers. In the first edition, requirements that should be applied to 2nd-hand electronics, e.g. hazardous substances contained in electronics, risk of fire, etc, are inadequate. Additionally, many 2nd-hand electrical and electronic appliances are refurbished before sale, i.e. repaired, cleaned, tested, re-decorated to be restored to a like-new condition. Yet, the refurbished goods are treated the same as remanufactured goods and excluded in first edition and this need to be addressed in new revision.

With the intention to include general requirements that can apply to all major 2nd-hand goods, the revision will re-structure the first edition and detail the general requirements in alignment with the basic principles of safety, health, sustainability, etc. in 2nd-hand goods trade.

Also in first edition, the roles of consumers, consignees, customs, market surveillance agencies, etc. in evaluation and determination of conformity are not reflected adequately in first edition. With the revision, the process, roles of participants and methods of evaluation will be detailed.

In addition, with the rise of online second-hand trade and the digitalization in trade, it becomes more demanding that proper data needs to be exchanged among 2nd-hand trade participants and the lack of data can lead to a range of issues that affect consumer safety, public health and environmental sustainability. Without adequate data e.g. the condition and history of second-hand items, consumers can not make informed decisions and may unknowingly purchase products that are fake or unsafe. Data is also necessary for effective market regulation. Without proper data, platforms cannot take effective quality control measures to prevent unsafe 2nd-hand goods

to be transacted and authorities struggle to oversee the second-hand market, leading to a higher incidence of fraud, counterfeit goods, and the sale of banned or unsafe products. Data is also crucial for tracking the environmental impact of second-hand trade and help to promote practices such as EU Digital Product Passport which intends to reduce waste and encourage recycling. Also the data relevant is not limited to product information, other information such as the historic record of the consignee, the transaction records of the item, may also be helpful in boosting consumer trust and confidence in 2nd-hand trade.

It is necessary describe what information and how they should be exchanged among participants to ensure the requirements listed in this document are met. To avoid making one document too complicated, it is proposed that ISO 20245 are split into two parts with Part 1 focusing on the general requirements and Part 2 focusing on relevant data exchange among various participants in the supply chain.

This document relates to health, safety and environment. It is intended to be used in conjunction with other standards that might impact the trade of consumer products, notably [ISO 10377](#), [ISO 10393](#) and [ISO 22380](#).

The use of this document should not interfere with non-profits and other charitable organizations that offer second hand goods to developing countries at little or no cost.

1 Cross-border trade of second-hand goods —Part 1: General requirements

2 **1 Scope**

3 This document establishes general requirements and minimum screening criteria for second-hand goods that are
4 traded, sold, offered for sale, donated or exchanged between countries.

5 This document is intended to help protect health, safety, and sustainability in which second-hand goods interact,
6 when used by consumers.

7 This document is applicable to second-hand goods that are shipped across at least one international border, and
8 where the intended end user is a consumer.

9 This document does not apply to goods that are remanufactured and rebuilt.

10 **2 Normative references**

11 There are no normative references in this document.

12 **3 Terms and definitions**

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

14 ISO and IEC maintain terminological databases for use in standardization at the following addresses:

15 — ISO Online browsing platform: available at <https://www.iso.org/obp>

16 — IEC Electropedia: available at <http://www.electropedia.org/>

17 **3.1**

18 consumer

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

20 [SOURCE: ISO 26000:2010, 2.2]

21 **3.2**

22 consumer product

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

25 [SOURCE: ISO 10377:2013, 2.2, modified —The word "produced" has been replaced by "manufactured"]

26 **3.3**

27 export and import

28 movement of goods from one party to another party, in their respective connotations

29 Note 1 to entry: Adapted from the Rotterdam Convention^[29].

30 **3.4**

31 consignee

32 receiver

33 party to which goods are consigned

34 [SOURCE: ISO 17687:2007, 3.8]

35 **3.5**

36 primary feature

37 function required for the correct operation of a product based on the foreseen design

38 EXAMPLEA primary feature is that the starter of a car works correctly.

39 **3.6**

40 secondary feature

41 additional function in a product that is not required for correct operation of the product

42 EXAMPLEA secondary feature is that the GPS in a car works correctly.

43 **3.7**

44 second-hand goods

45 goods or components/parts that have been in service (leased, loaned or owned) and that are re-entering a market
46 for sale, lease or use by a second user or an end user

47 Note 1 to entry: For the purposes of this document, products that are rebuilt, refurbished or remanufactured
48 within context of the WTO concept paper^[27] are not considered to be second-hand goods.

49 **3.8**

50 safety

51 freedom from risk which is not tolerable

52 [SOURCE: ISO/IEC Guide 51: 2014, 3.14]

53 supplier

54 entity that provides products or services to satisfy the consignee's requirements

55 Note 1 to entry: A user may also act in the capacity of a supplier.

56 EXAMPLEManufacturer; seller; donor.

57 [SOURCE: ISO 11161:2007, 3.24, modified — The original definition has been adapted to the context of second-
58 hand goods]

59 risk

60 combination of the probability of occurrence of harm and the severity of that harm

61 [SOURCE: SOURCE: ISO/IEC Guide 51:2014, 3.9]

62 **3.9**

63 refurbish

64 restore or improve the quality and performance of a used product to the original or other predetermined
65 condition and function

66 Note 1 to entry: Refurbished products do not require a warranty equivalent to that of a new product.

67 Note 1 to entry: Refurbish may include but is not limited to, replacing or repairing components, aesthetical
68 maintenance, software upgrades, etc.

69 **4 Basic principles**

70 **4.1 Compliance**

71 Businesses and individuals have the obligation in second-hand goods trade to ensure that second-hand goods
72 comply with all applicable laws, regulations and standards of the importing, exporting, and transit countries.

73 **4.2 Health**

74 Second-hand goods should pose no health risks beyond those risks generally permitted for new goods and meet
75 the applicable requirements for general consumer health for similar products.

76 **4.3 Safety**

77 Second-hand goods should pose no safety risks beyond those risks generally permitted for new goods and meet
78 the applicable requirements for general safety for similar products.

79 Entities that service, maintain and supply second-hands should be appropriately qualified in order to ensure
80 product safety for the consumer.

81 **4.4 Quality**

82 The performance, durability and usability of consumer second-hand goods should meet the expectations of a
83 reasonable consumer who has full knowledge that the goods are in second-hand condition.

84 **4.5 Authenticity**

85 Second-hand goods should not be counterfeit or replicas, and the product description should reflect the actual
86 condition of the item.

87 **4.6 Sustainability**

88 Trade of second-hand goods should ensure that it is environmentally, socially, and economically responsible for
89 all participating countries.

90

91 **5 Evaluation requirements for second-hand goods**

92 **5.1 General factors to be considered by suppliers or recipients of second-hand goods**

93 Prior to acceptance of second-hand goods, suppliers or recipients should confirm that the product supplied or
94 ordered meets minimum acceptance criteria. The acceptance criteria should specify the requirements indicated in
95 5.2 to 5.9.

96 **5.2 Compliance requirements**

97 The acceptance criteria for compliance should specify requirements for:

98 — confirmation that the goods have been verified to meet the conditions for acceptance by the consignee;

99 -- waste should not be classified as second-hand goods.

100 —

101

102 5.3 Health requirements

103 The acceptance criteria for health should specify requirements for:

104 —

105 5.4 Safety requirements

106 The acceptance criteria for safety should specify requirements for:

107 — product instructions and warnings;

108 — conformity with safety standards in the country of export and import

109 — product life expectancy or expiry date of product;

110 5.5 Quality requirements

111 5.5.1 Performance requirements

112 Second-hand goods should meet the minimum acceptable level of a critical property for similar products.

113 5.5.2 Usability/Usage requirements

114 Second-hand goods should be in proper working order and able to achieve their intended goals effectively in
115 specified context of use.

116 The acceptance criteria for usage requirements should specify requirements for:

117 — the marketplaces where the product will be sold or donated;

118 — climatic conditions;

119 — safety instructions, warnings and manuals in the language of the country where the product will be imported
120 and sold;

121 — protection of the environment, packaging, labelling of origin, etc.;

122 — the environment (e.g. an industrial facility, an office, a nursery, a residential home) in which the product can
123 be used and the environment in which the product cannot be used;

124 — the users of the product, including age range, experience with the product, industrial worker, consumer and
125 capability;

126 — transportation to market and storage.

127 — ensuring the goods are fit for all the purposes for which they are normally supplied.

128 5.5.3 Durability requirements

129 Second-hand should be able to perform its required functions during a specified period of time that the consumers
130 expect.

131 —

132 5.6 Authenticity requirements

133 The acceptance criteria for authenticity requirements should specify requirements for:

134 — provision for a written description and matching the condition of the goods supplied or ordered;

135 —

136 5.7 Sustainability requirements

137 The acceptance criteria for sustainability requirements should specify requirements for:

138 — Second-hand goods should meet the applicable environmental requirements for similar products at the
139 final destination.

140 —

141 5.8 Product information requirements (To be determined - Move to part 2)

142 The acceptance criteria for product information should specify requirements for:

143 — information about the product in the language of the country where it will be sold or donated;

144 — features, functions or characteristics of the product;

145 — instructions for assembly, maintenance and post-use disposal;

146 — model name/number as well as additional traceability information;

147 — geographical address and identity of the manufacturer/supplier/trader.

148 Second-hand goods should have the correct product identification, nameplate and rating. Electrical products
149 should work at, and be compatible with, the power and plugs of the country of destination.

150 Second-hand goods that are mechanical, electrical or fuel powered should be provided with statements of major
151 accidents, maintenance and repair records, trading contracts, statements and proof of no-recalls.

152 **6 Determination of conformity**

153 **6.1 Overview**

154 Those who obtain, transfer or deliver, distribute or sell second-hand goods shall implement a procedure to
155 identify applicable conventions on cross-border trade with respect to the traded product, including banned or
156 restricted goods and equipment, and to determine how these conventions apply to the cross-border trade of
157 second-hand goods.

158 **6.2 Process**

159 Interested parties in supply chain should first determine the criteria for assessing the goods, then select the
160 appropriate methods for conformity determination that can fulfil the need of criteria. If the interested parties
161 could not conduct the compliance determination by themselves, restricted by area, personnel, capacity, etc., they
162 could consult third-party institutions or experts for professional evaluation.

163 This determination of conformity general process is applicable across different categories of second-hand goods.
164 On this basis, the interested parties are enabled to determine the specific processes according to specific goods
165 evaluation demands.

166 **6.3 Method**

167 **6.3.1 Physical Inspection:**

168 An alternative or complement to product testing is product inspection, where the product is visually inspected to
169 ensure that the acceptance criteria are met and that specified safety and health documentation has been
170 completed.

171 **6.3.2 Documentation Audit**

172 Auditing of documentation provided by the supplier of the product can be used as a complement or an alternative
173 to testing or inspecting. The documentation supplied should present evidence that demonstrates conformity of the
174 product to the requirements. This would include test reports, inspection reports and conformity assessment
175 documentation. Review any available documentation such as receipts, warranty cards, or user manuals, and the
176 conformity history of the supplier of the product and the product's history of reported incidents, recalls and
177 consumer complaints.

178 **6.3.3** Third-party Evaluation

179 Third-party institutions in a specific field can provide professional, unbiased, and systematic evaluation of the
180 items to prove the conformity of the product to the requirements. This process may include expert appraisal,
181 physical and chemical identification using instruments and reagents, documentation audit, etc.

182 The third-party institution that attested the conformity of second-hand goods should meet the requirements of
183 ISO/IEC 17020, ISO/IEC 17025 or ISO/IEC 17065.

184 **6.4 Participants**

185 **6.4.1** Overview

186 Parties that distribute, sell or accept second-hand goods should be able to provide evaluations and determine the
187 conformity of the goods if required.

188 **6.4.2** Supplier

189 Supplier should provide data with respect to the extent that the product meets applicable specifications and
190 standards and how conformity was determined. Confirmation could take the form of test results generated by
191 internal facilities or independent laboratories, conformity assessment results or, where required, a health
192 declaration from a recognized institution in the country of origin.

193 The supplier shall have the right to verify, require proof of conformity, and hold other members of the supply
194 chain responsible for correcting non-conforming products.

195 **6.4.3** Exporter

196 Transborder trade exporter should complete the checklists for exporter (Annex 1, Table A.1), and visually inspect
197 the product prior to shipment or import acceptance to ensure that the acceptance criteria are met and that
198 specified safety and health documentation has been completed.

199 **6.4.4** Importer

200 Transborder trade importer should complete the checklists for importer (Annex 1, Table A.2), and review the
201 proof of conformity and use proper methods, e.g. visually inspection, sampling inspection, to ensure the import
202 acceptance criteria are met.

203 **6.4.5** Consignee/Recipients

204 Consignee should have the right to write specific requirements that include acceptance criteria (i.e.safety,quality),
205 applicable conformity requirements for where the products are intended to be manufactured, sold and used, and

206 the permissible number and type of defects (e.g. not accepting undergarments in used clothing bales or bales that
207 have not been fumigated).

208 The consignee should have the right to verify, to require proof of conformity with, and to hold the other members
209 of the supply chain accountable for correction of, non-conforming products.

210 **6.4.6 Consumer**

211 Consumers could determine the conformity independently through physical inspection (e.g. check appearance,
212 quantity), document verification, etc., or consulting third-party organizations for professional evaluation.

213 The consumer should have the right to require proof of conformity with, and to hold the other members of the
214 supply chain accountable for correction of, non-conforming products.

215 **6.4.7 Market surveillance**

216 Complaints or incidents related to second-hand goods, or to any party in the supply chain of cross-border trade of
217 second-hand goods to the consumer, should be tracked and recorded. On-going complaints and incidents should
218 lead to a reevaluation of the supply chain and the second-hand goods involved.

219 **7 Classification of condition**

220 **7.1 The condition of second-hand goods should be classified as "A", "B", "C" or "D"** 221 **according to the following ranking.**

222 The second-hand goods should perform in accordance with the conditions upon which they have been classified
223 and meet all the requisites (e.g. for class "B", manuals should be provided, preferably in the language of the
224 country of destination).

225 — "A" = "Very good" condition. Class A products should have all their primary and secondary features available
226 (operational). In addition, operating instructions, maintenance manuals, care instructions and parts manuals
227 should be provided, preferably in the language of the consignee.

228 EXAMPLE 1A class "A" automobile has all primary and secondary functions fully operational, in a well-maintained
229 interior and exterior condition, and has all manuals and care information available and in the language of the
230 country of destination.

231 EXAMPLE 2A class "A" stove/range meeting is fully operational with all features and options functioning and is
232 well-maintained. Manuals and instructions booklets are provided in the language of the country of destination.

233 — "B" = "Good" condition. Class "B" products should have all their primary and most of their secondary features
234 available (operational). Where practical, operating instructions, maintenance manuals, care instructions and
235 parts manuals should be provided, preferably in the language of the consignee.

236 EXAMPLE 3A class "B" automobile has all primary functions operational and most secondary functions fully
237 operational, although some functions, e.g. air conditioning, might not work or the internal trunk release might not
238 function. The interior and exterior is clean but shows some wear. Manual and instructions might be available and
239 provided in the language of the country of destination.

240 EXAMPLE 4A class "B" stove/range has all primary functions (e.g. burners, oven) operational, but secondary
241 functions, e.g. the oven light or warming drawer, might not function. The stove/range is clean but might show
242 some wear. Manuals and instructions booklets might be available in the language of the country of destination.

243 — "C" = "Acceptable" condition. Class "C" products should have most of their primary and secondary features
244 available (operational).

245 EXAMPLE 5A class "C" automobile has most primary and secondary functions fully operational but the power
246 train or brakes might need repair or servicing and the windshield wipers might need replacement. The
247 automobile is in working condition, but wear on the interior (e.g. worn fabrics, stains) and exterior (e.g. faded
248 paint, dents) exist. Manuals and instructions might not be available and might be not be available in the language
249 of the country of destination or the country of origin of the product.

250 EXAMPLE 6A class "C" stove/range has most, but not all, primary and secondary functions fully operational (e.g. a
251 burner or burners might not work or the oven might not work; the oven light might not work or might need
252 replacement). Manuals and instructions booklets might not be available in the language of the country of
253 destination or the country of origin of the product.

254 — "D" = "Unfit" condition. Class "D" products have most of their primary and secondary features unavailable
255 (non-operational) and should be traded only for the purpose of extracting parts for aftermarket needs.

256 EXAMPLE 7A class "D" automobile might have some components/parts or assemblies in working condition, but is
257 not otherwise roadworthy and could have been in an accident or have very high mileage. There are no manuals or
258 instructions available. The automobile or its components/parts are only for parts extraction.

259 EXAMPLE 8A class "D" stove/range is non-functioning and is strictly for parts extraction as burners, or elements
260 could be used to repair identical products. There are no manuals or instructions available.

261 **7.2 Products that are primarily intended for safety should be considered unacceptable for**
262 **trading as second-hand goods (e.g. moulded case circuit breakers, child car seats,**
263 **protective clothing, safety work footwear, life jackets and personal flotation devices).**

264
265
266

Annex A
(informative)
Sample checklists for exporters and importers of second-hand goods

267 Table A.1 and Table A.2 provide basic examples of checklists for exporters and importers. Since second- hand
268 goods cover a wide range of products and different technologies, users of this document should supplement the
269 checklists with appropriate product-specific requirements.

270 The checklists for the exporters and importers should be in the language of the country of import.

271 Table A.1 is a checklist for the exporter (source and interim country). Table A.2 is a checklist for the importer
272 (parties). Other users may also adapt or make use of these checklists.

273

274 Table A.1- Exporter checklist

Exporter	
Originating country of product	
Country/ countries where product was processed (sorted, assessed, packed and treated)	
Cross-border shipping route	
Product type (HS code)	
Name	
Quantity	
Source of product (donated or purchased)	
Condition (class "A", "B", "C" or "D" according to Annex B)	
Was a warranty/guarantee supplied with this product?	
If so, identify warranty/guarantee and if any restrictions apply	
Recalls of this product in any jurisdiction?	
If recalled, who issued the recall?	
If recalled product is in the shipment, it should be removed and returned, disposed of or destroyed.	
Has the product been repaired?	
If repaired, what was the repair ?	
When was the repair done?	
Did the product require servicing?	
If serviced, what was serviced?	
When was the product serviced?	
Are there any known or found defects?	
If so, what are the defects?	
Are product literature, manuals (installation, maintenance manuals) provided?	
In what languages?	
For electrical or electronic products, what is the phase, voltage, current, cycle and amperage (e.g. single phase 110 VAC, 60 cycle, 10 A or single phase 240 AC, 50 cycle, 10 A)?	
Is it permitted to export the product?	
Are there any restrictions on countries to export to, or on the condition of the product?	
Has this product been cleaned and disinfected?	
Will this product be processed in another country before arrival in the final importing country?	

276 Table A.2- Importer checklist

Importer (final importer and any organization that imports/exports the goods in transit)	
Originating country of product	
Country/countries where products were processed (sorted; assessed; packed and treated)	
Cross-border shipping route	
Organization	
Address	
Contact person	
Email	
Phone	
Product type (HS code)	
Name	
Quantity	
Source of product (donated or purchased)	
Condition received (class "A", " B", "C" or "D" according to Annex B)	
Was a warranty/guarantee supplied with this product?	
If so, identify warranty/guarantee and if any restrictions apply	
Recalls that apply (if recalled product should not be accepted)	
Has the product been repaired?	
Does the product require repair?	
When was the repair done?	
Did the product require servicing?	
If serviced, what was serviced?	
When was the product serviced?	
Does the product require servicing?	
If so, what servicing is required?	
Are there any defects on the product?	
If so, what are they?	
Are product literature,manuals (installation, maintenance manuals) provided?	
Language(s) required	
Language(s) provided	
For electrical or electronic products, what is the phase, voltage, current, cycle and amperage (e.g. single phase110 VAC, 60 cycle, 10A or single phase 240 AC, 50 cycle, 10 A)?	
Is it permitted to import the product?	
Are there any restrictions on countries to export from or on condition?	
Has this product been cleaned and disinfected?	
Was the product processed in another country before arrival in the final importing country?	

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