
Overview

This standard deals with responding to legislation which affects customer rights, focusing on ensuring the customer is made aware of refund and guarantee policies. It also deals with pricing policies as well as the role of Trading Standards.

This is aimed at those working in a customer-focused environment within the production horticulture industry.

**Performance
criteria**

You must be able to:

- P1 ensure customers are made aware of refund policies in accordance with legislation
- P2 deal with customer refunds
- P3 ensure customers are made aware of any guarantee policies
- P4 deal with customer guarantee enquiries
- P5 ensure goods are priced correctly and deal with any pricing queries
- P6 ensure products are fit for sale
- P7 ensure sale/price reduction goods are correctly labelled

Knowledge and understanding

You need to know and understand:

- K1 how the company refund and guarantee policies work
- K2 how to deal with customer refunds and guarantee enquiries
- K3 consumer legislation and how this impacts on the retail environment
- K4 the role of Trading Standards and how they enforce legislation
- K5 pricing procedures including VAT, unit pricing and price comparison and how to display sale prices
- K6 how to ensure products are fit for sale

Developed by Lantra

Version number 3.2

Date Approved March 2012

Indicative review date March 2017

Validity Current

Status Original

Originating organisation Lantra

Original URN LANPH16

Relevant occupations Garden Centre Worker

Suite Horticulture

Keywords refund; guarantee; pricing
