
Cross-border trade of second-hand goods

Échanges transfrontaliers de marchandises d'occasion

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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*.

This first edition of ISO 20245 cancels and replaces ISO/TS 20245:2014.

The main changes compared to ISO/TS 20245:2014 are as follows:

- revision of structure and numbering of clauses;
- addition of definitions for “primary feature” (3.5) and “secondary feature” (3.6), and removal of definition for “value”;
- modification of definitions for “consignee” (3.4), “second-hand goods” (3.7) and “supplier” (3.8);
- revision of Figure 1;
- addition in Annex A of sample checklists for exporters and importers of second-hand goods;
- updating of reference documents.

Introduction

The cross-border movement of second-hand goods has been in practice for many years and trade activity has increased exponentially. Most second-hand goods are sold or donated by developed countries to developing ones and the value of this market is estimated at billions of dollars. Consumers welcome having the choice of purchasing low-cost, durable and safe second-hand goods as an alternative to higher-priced new goods, and the demand for these products is robust. In addition, the re-use of consumer goods is viewed as a factor in good environmental stewardship because it is more resource efficient than manufacturing new items and it diverts goods that might otherwise go to landfills and other disposal facilities.

It is generally understood that the expectations of consumers of second-hand goods will be somewhat lower than if they were purchasing new goods, and that they have the normal consumer obligations to physically examine the product and enquire about safety and environmental issues. Nonetheless, dangerous or environmentally damaging second-hand goods can find their way into the market, leading to serious health and safety risks and waste management problems for the importing country.

In many countries, there are national requirements and guidelines designed to protect the environment and consumer health and safety. However, surveys have highlighted concerns about second-hand goods and health, safety, environmental performance, servicing and repair, and the apparent lack of universally applicable guidelines.

This document has been developed to answer these concerns. It provides a basis for in-transit and port-of-entry screening of second-hand goods and it establishes measurable criteria against which second-hand goods can be evaluated, with the objective of protecting consumers and the environment. This document can be used by the importing or exporting parties as a means to establish confidence in the goods that are being traded or donated.

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 12931.

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Cross-border trade of second-hand goods

1 Scope

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

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

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

This document does not apply to goods that are remanufactured, rebuilt or refurbished.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

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

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

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

consumer

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

[SOURCE: ISO 26000:2010, 2.2]

3.2

consumer product

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

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

3.3

export and import

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

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

3.4

consignee

receiver

party to which goods are consigned

[SOURCE: ISO 17687:2007, 3.8]

3.5 primary feature

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

EXAMPLE A primary feature is that the starter of a car works correctly.

3.6 secondary feature

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

EXAMPLE A secondary feature is that the GPS in a car works correctly.

3.7 second-hand goods

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

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

3.8 supplier

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

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

EXAMPLE Manufacturer; seller; donor.

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

4 Basic principles

4.1 Second-hand goods should pose no health, safety or environmental risks beyond those risks generally permitted for new goods.

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

4.3 Second-hand goods should be in such a condition that they do not create an immediate waste management problem, or they should be disposed of after only minimal use.

4.4 [Figure 1](#) illustrates the typical cross-border trade and movement of second-hand goods from the original owner to the supplier, who then transfers the goods to the consignee marketplace in another country.

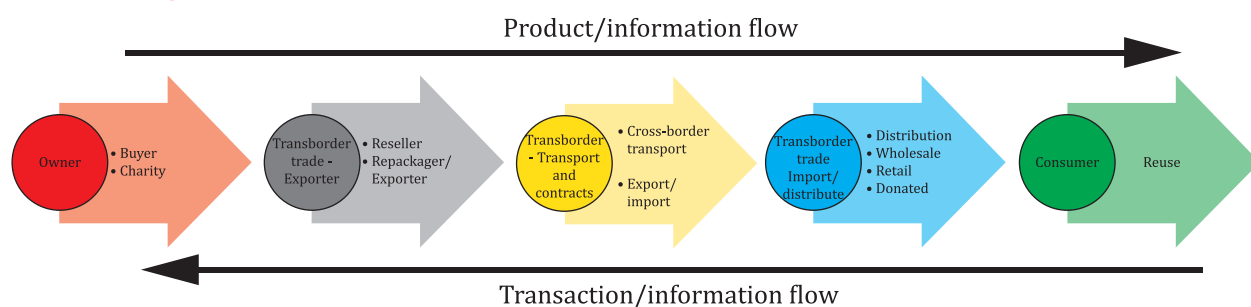


Figure 1 — Simplified diagram of typical cross-border trade in second-hand goods

NOTE 1 Second-hand goods are often processed in different ways in cross-border trade, e.g. in the trade of used clothing, goods are collected in some countries, sent to another country for processing and then shipped on to other countries.

NOTE 2 Second-hand goods can be traded by the same organization or can move from organization to organization.

NOTE 3 Product/information flow refers to the overall content of the trade going from the original owner to the end market.

NOTE 4 Transaction information flow refers to contracts, bills of sale, agreements and payments that flow from the importer/buyer back to the exporter/vendor. There can be multiple parties in this flow.

5 Evaluation requirements for second-hand goods

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

Prior to acceptance of second-hand goods, suppliers or recipients should confirm that the product supplied or ordered meets acceptance criteria. The acceptance criteria should specify the requirements indicated in [5.2](#) to [5.5](#).

5.2 Safety

The acceptance criteria for safety should specify requirements for:

- product instructions and warnings;
- conformity with safety standards in the country of export and import;
- product life expectancy or expiry date of product.

5.3 Quality

The acceptance criteria for quality should specify requirements for:

- confirmation that the goods have been verified to meet the conditions for acceptance by the consignee;
- provision for a written description and matching the condition of the goods supplied or ordered;
- ensuring the goods are fit for all the purposes for which they are normally supplied.

5.4 Product information

The acceptance criteria for product information should specify requirements for:

- information about the product in the language of the country where it will be sold or donated;
- features, functions or characteristics of the product;
- instructions for assembly, maintenance and post-use disposal;
- model name/number as well as additional traceability information;
- geographical address and identity of the manufacturer/supplier/trader.

5.5 Usage requirements

The acceptance criteria for usage requirements should specify requirements for:

- the marketplaces where the product will be sold or donated;

- climatic conditions;
- safety instructions, warnings and manuals in the language of the country where the product will be imported and sold;
- protection of the environment, packaging, labelling of origin, etc.;
- the environment (e.g. an industrial facility, an office, a nursery, a residential home) in which the product can be used and the environment in which the product cannot be used;
- the users of the product, including age range, experience with the product, industrial worker, consumer and capability;
- transportation to market and storage.

6 Determination of conformity

Conditions with the acceptance criteria can be verified by such means as outlined below.

- Obtain data from the supplier with respect to the extent that the product meets applicable specifications and standards and how conformity was determined. Confirmation could take the form of test results generated by internal facilities or independent laboratories, conformity assessment results or, where required, a health declaration from a recognized institution in the country of origin.
- Write specific requirements that include acceptance criteria (i.e. safety, quality), applicable conformity requirements for where the products are intended to be manufactured, sold and used, and the permissible number and type of defects (e.g. not accepting undergarments in used clothing bales or bales that have not been fumigated).
- The supplier or consignee should have the right to verify, to require proof of conformity with, and to hold the other members of the supply chain accountable for correction of, non-conforming products.
- Review the conformity history of the supplier of the product and the product's history of reported incidents, recalls and consumer complaints.
- Evaluate through inspection. An alternative or complement to product testing is product inspection, where the product is visually inspected prior to shipment or import acceptance to ensure that the acceptance criteria are met and that specified safety and health documentation has been completed.
- Auditing of documentation provided by the supplier of the product can be used as a complement or an alternative to testing or inspecting. The documentation supplied should present evidence that demonstrates conformity of the product to the requirements. This would include test reports, inspection reports and conformity assessment documentation.

It is recommended that conditions of acceptance be generated.

7 Classification of condition

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

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

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

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

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

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

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

- “C” = “Acceptable” condition. Class “C” products should have most of their primary and secondary features available (operational).

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

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

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

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

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

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

8 Requirements

8.1 Technical requirements

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

Second-hand goods should perform in accordance with the conditions upon which they have been classified and should meet all the requisites of the classification in accordance with [Clause 7](#) (e.g. for class “B”, manuals should be provided, preferably in the language of the country of destination).

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

Second-hand goods should be subject to inspection to ensure conformity, or alternatively their conformity should be attested by bodies that meet the requirements of ISO/IEC 17020, ISO/IEC 17025 or ISO/IEC 17065.

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

8.2 Health and safety requirements

Second-hand goods should meet the applicable requirements for general product safety and consumer health and safety for similar products.

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

8.3 Environmental requirements

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

9 Market surveillance

Parties that distribute, sell or accept second-hand goods should be able to provide evaluations if required.

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

Annex A

(informative)

Sample checklists for exporters and importers of second-hand goods

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

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

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

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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 Clause 7)	
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?	