
Products and related services — Information for consumers

*Produits et services connexes — Informations pour les
consommateurs*

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Reference number
ISO/IEC GUIDE 14:2018(E)

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Published in Switzerland

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Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) are worldwide federations of national standards bodies (ISO member bodies and IEC National Committees). The work of preparing International Standards is normally carried out through ISO and IEC 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 or IEC, 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 and IEC 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 the ISO Committee on Consumer Policy (COPOLCO).

This third edition cancels and replaces the second edition (ISO/IEC Guide 14:2003), which has been technically revised.

The main changes compared with the previous edition are as follows:

- mention of new purchase information labelling tools (e.g. QR codes or RFID tags), available on the packaging of the product;
- clarification of the relationship with ISO/IEC Guide 37, ISO/IEC Guide 41 and IEC 82079-1;
- consideration of the product information needs of vulnerable persons;
- content added on recycling and second-hand goods;
- improved treatment of risk, sustainability and privacy issues;
- addition of new clauses on performance and conditions of use and dependability considerations;
- deletion of obsolete content on purchase information bodies and purchase information systems.