

Samoa National Standard

SNS 002: 2021 | CONSUMER INFORMATION STANDARD | Labelling (Non-Food Items) | Vol.1.0.



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TECHNICAL WORKING GROUP (TWG) REPRESENTATION

This standard was prepared by the Non-Food Items TWG. The membership of the TWG was approved and appointed by the National Standards Samoa (NSS).

The TWG consisted of the following:

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AMENDMENTS

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Foreword

This consumer information standard sets out the information that suppliers of products must provide to consumers in order to help them make informed decisions when purchasing and caring for a product. These information standards currently relate to:

- care labelling
- clothing and footwear country of origin
- fibre content labelling.

Scope

This consumer information standard sets out who must comply with the requirements, what products are covered, and the information that must be disclosed by the supplier. It is a breach of the *Competition and Consumer Protection Act, 2016* for a trader to supply, offer to supply, or advertise to supply products that do not comply with the consumer information standard.

Abstract

The objective of this standard is to provide information to consumers to ensure:

- that the product being purchased is *fit for purpose*
- that consumers get accurate information before buying products
- that the importation of low-quality products is prevented
- that Samoa does not become a dumping ground for low-quality products
- the promotion of fair competition
- the promotion of product safety.

Interpretation and defined terms

Acquire means, in relation to goods, this includes obtaining by way of gift, purchase or exchange, and also includes lease, hire, or hire purchase.

Advertisement means any form of communication made to the public or a section of the public for the purpose of promoting the supply of goods.

Consumer means a person who acquires from a supplier goods of a kind ordinarily acquired for personal, domestic, or household use or consumption.

Consumer contract means a contract relating to goods between at least 1 supplier supplying

the goods and at least 1 consumer.

Supply includes the supply (or resupply) by way of gift, sale, exchange, lease, hire, or hire purchase.

Goods to which these consumer information standards apply, and required information

Care labelling

Care labelling information standards apply to any type of clothing, household textile or furnishings. These items must have a label that gives the consumer information about how to care for that type of product. Informing a consumer about caring for clothing, household textiles and furnishings in the correct way means the fabric is less likely to be damaged or destroyed. These products are more likely to last for a reasonable period of time.

The consumer information standard requires all care labels to be legible and in English and or Samoan. Internationally recognised symbols (e.g. for dry cleaning) can be used but written instructions are also required. The label cannot use symbols alone.

The care label should cover general cleaning and care instructions, including, where appropriate and necessary textile maintenance (e.g. air regularly) and any warnings against inappropriate treatment (e.g. do not tumble dry).

The consumer information standard also sets out specific rules for:

- Dry-cleaning: there must be dry-cleaning instructions and dry-cleaning symbols on the label
- Colourfast: there must be a warning if the item is not colourfast
- Tumble drying: there must be a warning if tumble drying would cause shrinkage. Items must not have a 'Do not tumble dry' warning if they can be dried in this way
- Trims (e.g. a lace collar): if any special treatment is required, the label must specify this
- Ironing instructions may only be needed for a 'dry-clean only' item if it can be pressed between dry-cleaning treatments.

For a list of products to which this standard applies refer to appendix 1. For a list of products that are exempted from this standard refer to appendix 2.

Clothing and footwear country of origin labelling

All new clothing and footwear must have a label that states where the product was made. This informs consumers of where the item of clothing or footwear is produced when they are deciding whether to buy the item. If a product is packaged or displayed in such a way that prevents a consumer from reading a label, the information must be given on the packaging or on a separate, removable ticket attached to the product. The label must be in English and or Samoan and printed clearly. Detailed requirements relating to the label are contained in this standard.

For a list of products to which this standard applies refer to appendix 1. For a list of products

that are exempted from this standard refer to appendix 2.

Fibre content labelling

Consumers need to have accurate information about the fibre content of the clothing or textiles they buy to make sure they can correctly use and care for these products.

The standard sets out two ways to label most textile products:

- listing the names of the fibres and their percentages from the highest to the lowest percentage (e.g. 80% cotton, 20% wool); or
- listing the names of the fibres in order of the amount contained in the fabric (e.g. cotton, wool). Labels must be able to withstand the care treatment that the item requires.

Any textile product that has more than one fibre cannot be called “100%” or “pure”.

For a list of products to which this standard applies refer to appendix 1. For a list of products that are exempted from this standard refer to appendix 2.

Other label requirements

There are a number of other requirements for labels, including that they must be permanent, accessible and if the item comes in more than one piece, each piece must have its own label. The requirements are set out in more detail below.

Manufactures or distributors details

For name and address of the manufacturer or distributor:

- a. the name and physical address of the manufacturer, or distributor or owner of rights of the manufacture or brand owner for the product of local origin; or
- b. imported product, the name and address of local importer or distributor and the country of origin; or
- c. When a product undergoes processing in a second country which changes its nature, the country in which the processing is performed is taken to be the country of origin for the purposes of labelling.

Permanent labels

Care labels must be permanent. Labels must be able to withstand the care treatment that the item requires. This information on the label should remain readable and the label should remain attached to the item through the item’s useful life.

Labels for leather and delicate clothing, upholstered furniture and bedding require information to be given on a choice of cleaning methods and instructions for those methods of care.

Items not requiring a permanent label

Some textile items do not require a permanent label but still need care instructions provided, for example on a label or ticket attached to the wrapping or packaging.

Examples of textiles not requiring a permanent label include:

- fashion accessory items such as collars, gloves, mittens, hosiery, neckwear,

incontinence garments, shawls, and reversible jackets

- babywear accessories such as gloves, mittens, bibs, washable nappies, squares of flannelette, terry towelling or muslin
- drapery items such as face washers, serviettes, doilies, tablecloths, tray cloths and runners, tea towels and place mats
- haberdashery such as elastic, elastic threads, ribbons, zips and velcro-type fasteners
- trims – e.g. lace edgings
- shower curtains
- gardening gloves.

For a complete list of items not requiring a permanent label refer to appendix 2.

Label must be accessible

The label must be easy to find by consumers examining the item.

Where it is not possible for the consumers to see the care label because of the way the item was packaged, displayed or folded, the supplier must provide information on:

- a removable ticket, label, or pamphlet attached to the goods, or
- the item's packaging or wrapping.

Most clothing should be labelled at the top centre back of the garment.

Who is responsible for making sure goods have a label?

Although the manufacturer or supplier of the goods may supply goods with care labels, the seller is responsible for making sure that the goods that are supplied, offer to be supplied, or advertised for supply, and comply with the consumer information standard.

The seller should not assume that goods comply with the consumer information standard because the supplier is offering them for sale. If a supplier has any concern that the goods being supplied are not carrying the correct care labels, they should ask their supplier for more information about the tests that the goods have been put through to check that the care instructions are correct.

Appendix 1

Goods to which these Consumer Information Standards apply

- clothing
- footwear
- household textiles
- apparel
- furnishings
- upholstered furniture
- bedding
- mattresses
- bed bases
- piece goods and yarns, as are made from textiles
- plastics
- plastic-coated fabrics
- suede
- skins
- hides
- grain leathers.

Appendix 2

Goods to which these Consumer Information Standards do not apply

Men's, women's, children's, and infants' wear

Unsupported coats (including overcoats and jackets) of PVC film, handkerchiefs, braces, garters, suspenders, armbands, belts, and headwear.

Drapery

Floor cloths, dish cloths, dusters, cleaning cloths, and pressing cloths.

Haberdashery

Ornaments, artificial flowers, sewing and embroidery threads, maternity inset panels, bust improvers and bra pads, replacement bra parts, and replacement pockets.

Furnishings

Upholstered furniture frame and mechanism covers and linings, oil baize, window blinds, sun blinds, awnings, carpets and other floor coverings, light fittings, lampshades, tapestries, wall hangings, ornaments, handicraft items, draught excluders, non-upholstered furniture, cushions, and cushion covers manufactured from remnants and labelled by the manufacturer with the following disclaimer: "cushion cover manufactured from remnants, care treatment unknown".

Jute products

All jute products.

Medical and surgical goods

Goods intended for medical and surgical use as bandages, dressings, sanitary pads, and materials forming part of manufactured medical and surgical goods.

Canvas goods

Beach umbrella coverings, canvas, deckchair covers, duck, garden umbrella coverings, and sail cloth.

Miscellaneous goods

Artificial flowers, cords, twines, lashings, firemen's hoses, flags, flex coverings, garden gloves, garden hoses, toys, umbrellas and parasols, ribbons forming part of manufactured articles, shoelaces, woven labels, flex coverings, sporting goods used only for the purposes of sport (except apparel), goods intended for one-time use only, mops, basket hangers, shoe holders, shoelaces, remnants, twine, industrial gloves, ornaments, regalia, polypropylene webbing and cover for furniture, bags and cases (including handbags, purses, wallets, travel bags, school bags, sports bags, briefcases, and wash bags).

Second-hand goods

All second-hand goods.