



澳門特別行政區政府消費者委員會
 Governo da RAEM Conselho de Consumidores
 Macao SAR Government Consumer Council



澳門特別行政區政府消費者委員會根據《消費者的保護》法律，致力協助各行業制定“行業守則”(行規)，透過提升行業的自律與消費維權意識，為消費者建立起一道有效的保護屏障。

Under the Consumer Protection Law of the Macao Special Administrative Region, the Macao Consumer Council helps the traders establish appropriate codes of practice for their businesses. Through enhancing industry self-regulation and strengthening their sense of consumer protection, the Council has built up an effective barrier to protect consumers.

總辦事處: 鵝眉街 6-6 號 A 怡景臺花園大廈地下
 祐漢辦事處: 祐漢第一街 18 號萬壽樓地下
 熱線電話: (853)89889315 (24小時電話錄音)
 傳真: (853)28307816 澳門郵政信箱: 3065 號
 網址: <http://www.consumer.gov.mo>
 電郵: info@consumer.gov.mo
Head Office: Rua Inácio Baptista no. 6-6A
 Edf. Seaview Garden, R/C Macau
Iao Hon Branch: Rua Um (Bairro Iao Hon)
 no. 18, R/C Macau
Tel: (853)89889315 (24 hours recording)
Fax: (853)28307816 **P.O.Box:** 3065
Website: <http://www.consumer.gov.mo>
E-mail: info@consumer.gov.mo

The “Code of Practice” for Souvenir Retailers (Specialty foods)

Those **Retail Outlets** selling specialty foods as souvenirs which are entitled to the

“誠信店” emblems should:

- 1 comply with the “Food Labelling Law” and all prepackaged food should be marked with clear labelling;
- 2 display explicitly the measuring units and the retail price of the products in the legal tender of Macao;
- 3 have the retail prices in other currencies or have the exchange rates of other currencies to the legal tender of Macao displayed in a clear and lucid way if payments are accepted in currencies other than the legal tender of Macao;
- 4 comply with the “Units of Measure System” and “Weighing and Measuring Laws”;
- 5 guarantee the accuracy of the measuring equipments or instruments;
- 6 ensure that the consumer can see the result displayed on the measuring equipment or instrument;
- 7 ensure the hygienic conditions of the food premises, especially for those food premises in which un-prepackaged food is sold;
- 8 not sell counterfeit products and products that infringe the trademark law;
- 9 adopt good business practice;
- 10 provide receipts for consumers (receipt should include: retail price and weight of the product, date of purchase and company name, etc);
- 11 support the sustainable development of the environment.

The guiding principles for the



- To provide information to consumers about products and services and after-sales service in a way that will not mislead them.
- To have mechanisms in place whereby safety considerations become part of the daily process of product procurement, storage and delivery.
- To maintain mechanisms to ensure the security of consumer transactions and privacy of consumer information.
- To have a policy which guarantees at the very least that refunds will be provided where goods are not of merchantable quality or fit for the claimed purpose, and that services will be provided with due care and skill.
- To maintain appropriate internal compliance measures with regard to industry regulations.
- To refrain from engaging in restrictive practices that impair economic efficiency or free trade.
- To establish an open dialogue with user/consumer/community groups.
- To ensure that consumers have easy access to information about a business and that complaints are dealt with effectively.
- To refrain from selling counterfeit, pirated and defective goods and to indicate clearly the price labelling of the goods; or to ensure that consumers have easy access to information regarding the prices and details of the services rendered.
- To disclose to consumers the features of the goods and /or services they have purchased and to provide them with the receipts.
- To have the exchange rates of Renminbi and /or any other currency to Patacas displayed in a clear and lucid way if payments in the corresponding currencies are accepted.
- To deal with the complaints lodged by the consumers and settle the disputes by means of refund or exchange; or to submit the disputes to the Consumer Arbitration Centre within 14 days after receiving the complaints.