

誠信店 一手信業(食品零售)訂定  
之“行規”:



“行業守則”  
(行規)



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

“Código de Práticas” para  
Retalhistas de  
Lembranças alimentares



- 1 嚴格遵守食品標籤法的規定，貨品要有完整的標籤；
- 2 清晰標示本澳法定貨幣價格及相應的計量單位；
- 3 如接受本澳法定貨幣以外的貨幣，必需將該等貨幣的售價同時清晰地標示出來或在營業場所的當眼處標示相關之兌換率；
- 4 嚴格遵守《法定度量衡單位制度》及《秤量及計量操作》法例；
- 5 保證秤量器之準確度；
- 6 向消費者清楚展示每次的秤量結果；
- 7 出售安全及衛生的食品，以及確保營業場所及製作工場保持衛生及清潔，特別是預先包裝的食品；
- 8 不出售冒牌及抵觸商標法例之產品；
- 9 以良好的營商手法推銷食品及產品；
- 10 提供發票或收據（內容需包括：售價、重量、售賣日期及商號名稱等資料）；
- 11 支持環保。

商戶應遵守的準則及承諾:

- 在貨品及服務上給予消費者準確的資訊，以及售後服務。
- 應具備適當的監管機制，解決日常在採購貨品、儲存及運送的過程中可能出現的安全問題。
- 維持一些機制，以確保消費者在交易中，其個人私隱得到保障。
- 制定政策，以保證消費者若購買到質量差劣或不合適的產品，最低限度可獲得退款。而且亦應給予消費者熟練和細心的服務。
- 對於企業的規範，各業界必須有一個內部的守則去遵從。
- 避免從事於一些削弱經濟效益及自由貿易的約束性業務。
- 建立一個與用戶、消費者及社區團體公開對話的渠道。
- 確保消費者可取得企業的資料，而消費者的投訴亦應有效地被處理。
- 不出售假、冒、偽、劣商品。且必須對所出售之商品標示價格；或使消費者在購買服務前，肯定清楚瞭解相關價格及相對之服務細節。
- 必須向消費者提供清楚顯示其所購買商品／服務特性，以及相應價格之發票。
- 商號如接受消費者以人民幣或（及）其他貨幣作交易，應在店內明確標示相關貨幣與澳門幣之兌換率，並使消費者清楚明白。
- 對於消費者投訴之處理，必須在接到投訴後14日內，與消費者協議作出如：退款、換貨、提交消費爭議仲裁等具體安排。



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](mailto: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](mailto: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

“” 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.