



The National
Association
of Jewellers

NAJ Code of Practice: Uncollected Items

Uncollected Items

Uncollected repairs are a minor problem for most jewellery retailers but something we could all do without. It means less space in the safe and less money in the till. It is, in effect, a free storage facility, and a bank vault would certainly not be quite so generous.

When taking goods in, ensure you make a note of the full contact details for your customer, that is name, address, email and telephone number. If they have a secondary email or telephone number take that too. A reasonable time for your customer to collect their repair would be six months. However, it is possible to send a 'Notice' (see below) at any time after the repair treatment has been carried out, provided that the terms (expressed or implied) were that the goods would be collected when the repair is completed.

The most effective deterrent is a disclaimer on your repair receipts, e.g., Goods must be collected within six months of notification that your repair is ready.

So, your customer fails to pick up their repair. What do you do? Can you get your money back? The answer is yes. The action you should take is two-fold and should be strictly adhered to. It comes under the 'Bailee's power of sale' TORTS (Interference with Goods) Act 1977.

Did you know?

It is sufficient for traders to have a notice, which is easily visible to consumers, stating that goods will be kept for a minimum of 6 months after the repair and an intention to dispose of them after this date. To comply with this guidance it should be no less than 6 months. As best practice this information should be repeated on the receipt.

Get Professional Support

As an NAJ member you benefit from access to the Better Business helpline service, resource library and online toolbox, giving you information, ideas and support to make sure you are working legally, profitably and sustainably.

visit naj.co.uk/bb

email membership@naj.co.uk

call **0121 237 1110**

