



BSI Standards Publication

**Online consumer reviews — Principles
and requirements for their collection,
moderation and publication**

National foreword

This British Standard is the UK implementation of ISO 20488:2018.

The UK participation in its preparation was entrusted to Technical Committee SVS/0, Customer service - Fundamental principles.

A list of organizations represented on this committee can be obtained on request to its secretary.

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

© The British Standards Institution 2018
Published by BSI Standards Limited 2018

ISBN 978 0 580 94919 7

ICS 03.080.30; 97.020

Compliance with a British Standard cannot confer immunity from legal obligations.

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 30 June 2018.

Amendments/corrigenda issued since publication

Date	Text affected
------	---------------
