

PRODUCT SAFETY CHECKLIST FOR ONLINE CONSUMERS



Who are you buying from?

When you buy something in a shop, you know where to return it. But when you shop online, would you know who to contact? The more information you have on the manufacturer, the importer or the seller, the better.



Check before buying

You can check whether the product you intend to buy has been recalled in your country or in another market. Visit local and international recall databases for unsafe products, details are available on the CTSI website.



Read safety warnings

Read any safety instructions provided online. Check how to use the product safely and if there are any age restrictions or warnings. If you're unsure whether a product is suitable for your intended use, ask the seller.



Check ratings and reviews

Online consumer ratings and reviews can provide some indication of possible safety issues experienced by other consumers, but always keep in mind that reviews might not all be authentic.

Before your purchase

After your purchase

Share the message with hashtag
#SafeProductsOnline



Registering your product

If this option is available, you can register your product on the manufacturer's website. This way you will immediately be informed about recalls, software updates and safety information.



Safety issues? Speak up!

Report product safety problems to the e-retailer, third-party seller and/or online platform, and contact the relevant authority in your country. Consider writing a product review to alert other potential consumers.

Brought to you by:

Office for Product Safety & Standards
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