Identify and remove unsafe products

Conduct regular audits on your platform and explore new technologies. Consult domestic and international databases identifying recalled products, such as the OECD GlobalRecalls portal. Put in place measures to act against the reappearance of such unsafe products.

Promote product safety compliance

Invite sellers to visit government websites, which describe product safety regulations, and to subscribe to their website alerts. Disseminate information to sellers about product safety regulations in markets they sell in. Make safety information accessible, even on a mobile or tablet.

Make sellers' contact details visible

Enhance transparency on the true identity of the seller and make his or her contact details available for consumers to manage any queries and complaints.

Co-operate with safety authorities

Work co-operatively with authorities in local and foreign jurisdictions to help protect consumers from unsafe products.

Share the message with hashtag

#SafeProductsOnline