

Online retailers 2021



Consumenten bond

ICRT project Fall of 2019

66% of 250 tested products bought on online platforms outside the EU where found to be unsafe.

Test Achats/Test Aankoop (Belgium)

Altroconsumo (Italy)

Consumentenbond (Netherlands)

Forbrugerrådet Tænk (Denmark)

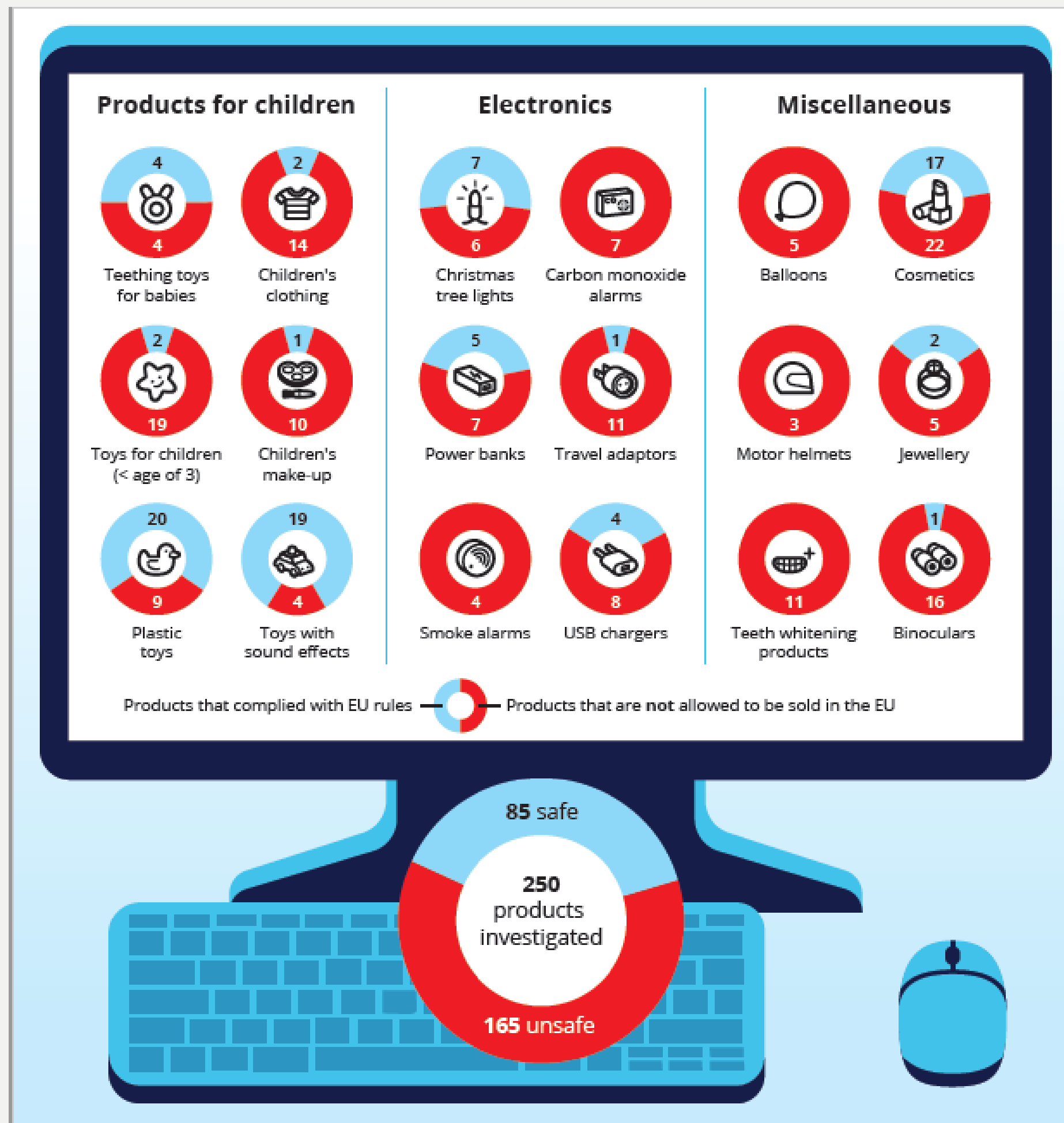
Stiftung Warentest (Germany)

Which? (United Kingdom)

DECO (Portugal)

OCU (Spain)

Consumers don't have the same level of safety when purchasing online as they do when buying in brick stores. A range of other consumer rights are violated such as the right to return products and benefit from legal guarantees when things go wrong.



1. Pledge to among other things: taking down products that are reported to be unsafe.
2. Although the information on Safety gate might need improvement in some cases, if the online marketplaces would know the products and their traders better, they would have less issues to identify the products.
3. Research has shown that products keep are being taken down in some cases after complaints have been made, but they are also sold again after some time, or by a different trader on the same platform again.
4. Does not cover technical compliance not related to health and safety of consumers.
5. Provide a clear way for customers to notify dangerous product listings. Such notices should be treated quick and appropriate response is given within five working days => research by ICRT partners have shown that it isn't easy for consumers to get into contact with all online retailers.



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**Safety pledge/Safety
gate**

Voluntary agreement



Online marketplaces can have different roles:

1. **Intermediates:** consumers order and pay on the online marketplace. Goods are sent to them directly, often from outside the EU.
2. **Fulfilment:** the online marketplace also takes care of the storing, packaging, shipment and aftersales (returns and refunds).
3. **Retailers:** selling their own branded products.

In some cases; one web shop can have more than one role depending on the product you buy.

- ⇒ For the consumer: they are all the same. The online marketplace makes it possible for consumers to buy products and get them delivered to their home.
- ⇒ They expect the online marketplace to handle their complaints and issues.

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**For consumers don't
understand the different
roles of the online
marketplace.**

genomen

Als er niet wordt voldaan aan de bovenstaande eisen zal de retournering niet in behandeling worden genomen.


OMDAT WIJ EEN BEMIDDELINGSPLATFORM ZIJN HOUDT
DIT IN DAT WIJ NIET DE OFFICIËLE VERKOPER ZIJN. WIJ
BEMIDDELEN DOORMIDDEL VAN ADVERTENTIES VOOR DE
VERKOPER IN CHINA. HIERDOOR ZAL HET RETOURADRES
ZICH IN CHINA BEVINDEN.



**Klachtencompas =>
Miskooploket**

Most complaints online platforms outside EU:

- Wish
- Sappigedeals.com
- Aliexpress
- Alibaba
- Delonta.com
-



Wish.com inactief

Plaats een klacht

Over ons

<https://www.wish.com/>

[Klachtenformulier](#)

Afgelopen 12 mnd
190 klachten

Reageert
Nooit

Beoordelingen

😊 9

😐 8

😞 4

😡 40

De afgelopen 12 maanden beoordeelde(n) 61 consument(en) de klachtenafhandeling van Wish.com gemiddeld met een 3,3

Bekijk alle klachten over Wish.com

Plaats een klacht

Wij vinden dat Wish.com hier je klacht op moet lossen! Jij ook? Doe een oproep via Social Media!

"#Wishcom! Wordt het niet eens tijd om deze klachten op te pakken? Transparant klachten oplossen draagt bij aan het consumentenvertrouwen. @Klachtenkompas #Consumentenbond"

Tweeten Sharen

Let op, per klacht kunnen meerdere berichten staan.

geeft een beoordeling over Wish.com: 30 november

NIET OPGELOST

retoursticker graag

plaatst klacht over Wish.com: 26 november

Oplichting en doorschuiven naar onduidelijke partners

plaatst klacht over Wish.com: 25 november

retoursticker graag

plaatst klacht over Wish.com: 22 november

bestelling niet ontvangen -Agressie incassobureau Alektum

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Klachtenkompas

Public platform where consumers can post their complaints. In the last two months we've set up a campaign in order to obtain complaints about web shops.

Zoek bedrijf

Klachtenkompas

Inloggen

Klacht plaatsen

Post en Pakket

Telecom

Reizen en vervoer

Webshop

Alle sectoren

Webshop klachten

Waar gaat je klacht over?

bol.com

Bol.com

jumbo

Jumbo Supermarkten

postcode-loterij

Postcode Loterij

Media Markt

Media Markt

coolblue.nl

Coolblue.nl

Anders, nl...

Anders, nl...

Klacht plaatsen

2737 bedrijven aangesloten

Het Miskooploket

- Products haven't been delivered
- Payments have been made, but still they get a reminder.
- Unclear return policy / no return form
- Unclear where to send returns: Lot's of time people tend to think they need to ship their product back to that address but then they have lost their package
- Unclear that the web shop is based in China.
- No money return after products have been send back.
- People got an eyemask no matter what their original order was
- Defect appliances
- Products with wrong specifications f.i.:
 - Smartphone with android 6 in stead of 10
 - Clothes with wrong size
 - Camera with 3 missing functions
- Wrong deliveries
 - Curling iron with cord and no plug
 - T-shirts instead of sweaters
 - Appliance with UK plug.

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Types of complaints in Klachtencompas

Collaboration with Radio station

- Monday 25 - Thursday 28 October
- 7.206 pageviews (5.391 Unique)



Consumentenbond

SAMEN MET CONSUMENTENBOND

EXPECTATION **Domien's MISKOOPLOKET** REALITY

Consumentenbond

DOMIEN OPENT HET MISKOOPLOKET

- Meld jouw miskoop en krijg je geld terug!
- Upload je foto
- Maandag 25 t/m donderdag 28 oktober

Op het internet scoor je tegenwoordig gemakkelijk een oplader voor je telefoon voor nog geen €1, of een nieuwe galajurk voor een prikkie, vaak afkomstig uit een land buiten Europa. Helaas blijkt vaak... goedkoop is duurkoop. Vloog je oplader in de fik, heb je een 65 inch-flatscreen zonder Nederlandse ingangen of leek de jurk totaal niet op het plaatje, oftewel heb jij nog een flinke miskoop in de kast liggen? Laat het Domien weten en wie weet krijg jij je geld terug!

237 number of bad buys/complaints Qmusic

- A Carbon exhaust pipe cover: completely melted
- We ordered a cool ride-on robot unicorn for our daughter. The price was too good to be true, but we tried. In the worst case we would get a mini robot we thought. And then we got a flat pack in the mailbox..... The inflatable thing does not even look like a unicorn
- Bought a doormat, but what we received was as peace of cloth with a doormat printed on it.
- Car radio that resets itself after 2 weeks, no updates available
- Video Controller that burned
- Air purifier that broke down within 2 months
- Handlebar stem for a bicycle that broke.
- Watch with strap that causes allergies
- Drone that latterly flew away
- Robot operated curtains that don't work because the power is wrong
- Treadmill that only goes at a low pace.
- Cell phone that doesn't allow for Dutch Language
- Lots of complaints about clothes (also for dogs) with wrong sizes and that don't match at all what is pictured on the website.
-
- You order one thing and get something small that you didn't order, or you don't receive anything at all.
- Most complaints about AliExpress
- Returning is often a problem due to high costs for sending something back to China > 20 euros. Consumers don't know they have to pay for the return them selves.
- And if they do send it back, they don't get their money back.

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Examples of complaints that were registered with the radio station Q music



“I had ordered and received a pair of trousers, the size was not right so I wanted to return it. I did not receive a return form, but I received one after e-mail traffic, on which it was stated that I had to send the package back to China with Track & Trace! The cost is €30.00 the trousers cost €29.95. They refuse to give me a return address in Holland.”

⇒ Website www.vindea.nl

On the website it's written: We're an international brand, all returns have to be returned to our international warehouse. All customs costs have to be paid by the client.

However it's not clearly stated where that warehouse is located and what these costs could amount to.

“No retour possible in Netherlands only China at the costs of 20 euro's per package. “

⇒ Website <https://www.sefana.nl/>

On home page it's mentioned Sefana X Amsterdam.

When you click on return policy at the end it's mentioned:

Retouraddress: Block 72, Zhong Hui Qin Ling Building, Da Ling Shan Town, Dong Guan City, China Postcode: 523820

No information about costs for returning.

“Shoes don't suffice at all!

Badly made and do not fit at all well !

If you ordered, you have no idea that it will take weeks before they come....

Then it turns out that they come from China (you can't see/read them anywhere) and if you want to return them, it costs a lot of money!!”

⇒ Website: www.Delonta.com

When checking the return options there is no mention that the return address is outside of the EU.

It does mention that cost for returning are for the client, but no indication on the amount of the costs.

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Often unclear where a web shop is based. Consumers see a web shop in Dutch and when entering the returning procedure consumers come to the conclusion they have to send it back to China and that this will cost them at least 20 euro's.



Consumentenbond

Inspection on ordered goods

Can you easily find the EU representative?

Consumentenbond checked on 50 products if contact details for an EU representative was present:

- Packaging
 - Packing order
 - Product itself
 - Manual
-
- 27 out of 50 product are required to have CE marking. 12 products didn't have this marking.
 - Only 4 out of these 27 products have clear contact details for an EU representative *see picture.
 - 3 times there was a manufacturer in the EU.

Consumenten bond

**61 products ordered In
July 2022.
50 arrived
26 product non compliant
at first inspection**

Since July 17th market surveillance offices should be able to contact a EU representative when they take goods out of the market when CE is required for the product.



In several cases the label has an address for a transport company within Europe.

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Unclear return
information

Soft Cotton Baby Bed With Pillow

shop: joom.com

- Pillows are not recommended for children under 12 months.
- Pillow and sides are very soft, high risk of 'rebreathing'
- Zipper on pillow is of poor quality
- Loose ribbon of more than 220 mm; if child is placed in the wrong direction it might get trapped.



Risk type

**Entrapment
Injuries
Strangulation
Suffocation**

If the head of the baby is placed into the wrong direction, it may get trapped in the gap opening. Because of horizontal gaps, the bumper part may cover the baby's mouth and nose causing suffocation. The product has long cords that can cause injuries and strangulation. Furthermore, the product is not accompanied by any purchase information, warnings, nor instructions for use.


The product does not comply with the requirements of the General Product Safety Directive and the standards EN 16890, EN 16780 and EN 16781.

Category

Childcare articles and children's equipment

23 September at 12:09 · 🌐

I wouldn't normally take to social media but I just want to make people aware of the dangers of this product I bought on amazon for Gracie to sleep on. I went to her this morning after hearing her whimpering only to find the cord of this had come undone and wrapped tightly around the child's neck twice. It states it can be used for babies up to 9mts. I don't think it should be used at all around babies due to the cord. It's something I won't forget the fright iv got. I keep thinking thank god I checked on her and also the what ifs. I just want to make people aware to the dangers of these , that are actually one of amazon's best sellers.



Visit the Med Partners Store: **★★★★★** 118
Baby nest for Newborn Cribble 100% Cotton
90x50x13cm Head Partners Removable Inside
Cocoon Minky (Dream catchers and flowers with
Grey Minky)
Amazon's Choice for "baby cocoon"

secure as in the womb.
• A soft wadding has been sewn inside, which provides softness and comfort while the baby and eliminates the feeling of discomfort under the baby's back. It is possible to use a double-sided (minky and cotton) insert which makes cleaning the cocoon easier.
• The sides of the nest are filled with an anti-allergic silicone ball. Raised edges ensure safety in the child's sleep. Parents can accidentally crush.
• The use of cords to adjust the size of the nest enables the lying surface to be perfectly adjusted by pulling it down or

👍👎🗨️ 784 · 61 comments 10K related



Baby Hooded Swaddle Knit Wrap Blanket

shop: nl.bangood.com

Safety concern:

- Is recommended as baby sleeping bag; should comply to norm NEN-EN 16781:2018
- No armopening or nekopening: baby can crawl to the bottom of the Swaddle and suffocate.
- Buttons made of wood or shells shall not be used.
- There shall be no openings in any textile materials including loop, mesh, knitted fabric and lace with the exeption of button holes that allow the conical probe to penetrate the 7 mm diameter section.
- Do care instructions state how it can be washed?
- Sleep bag should be marked with information on height and optional age of the child.
- Purchase information do not use if the child can climb out of the cot; do not use in combination with duvet or blanket, keep away from fire.



Wireless Fire Smoke Sensor Detector Alarm Tester Home System Cordless X5P7

shop:www.joybuy.com/

- Should comply with NEN-EN 14604
 - But no reference to the standard on the product;
 - No date of manufacture, or batch nr;
 - No recommended date for replacement;
 - Looks identical to a product we tested in 2019 that didn't detect any smoke.
-
- 5 star review because the review window has signed out?
-
- Has CE marking
 - Address of manufacturer and EC rep on piece of paper.

Anonymous ★★★★★

The system has automatically left a 5-star review as the review window had timed-out.

Color:White | 02/07/2020 16:00

Anonymous ★★★★★

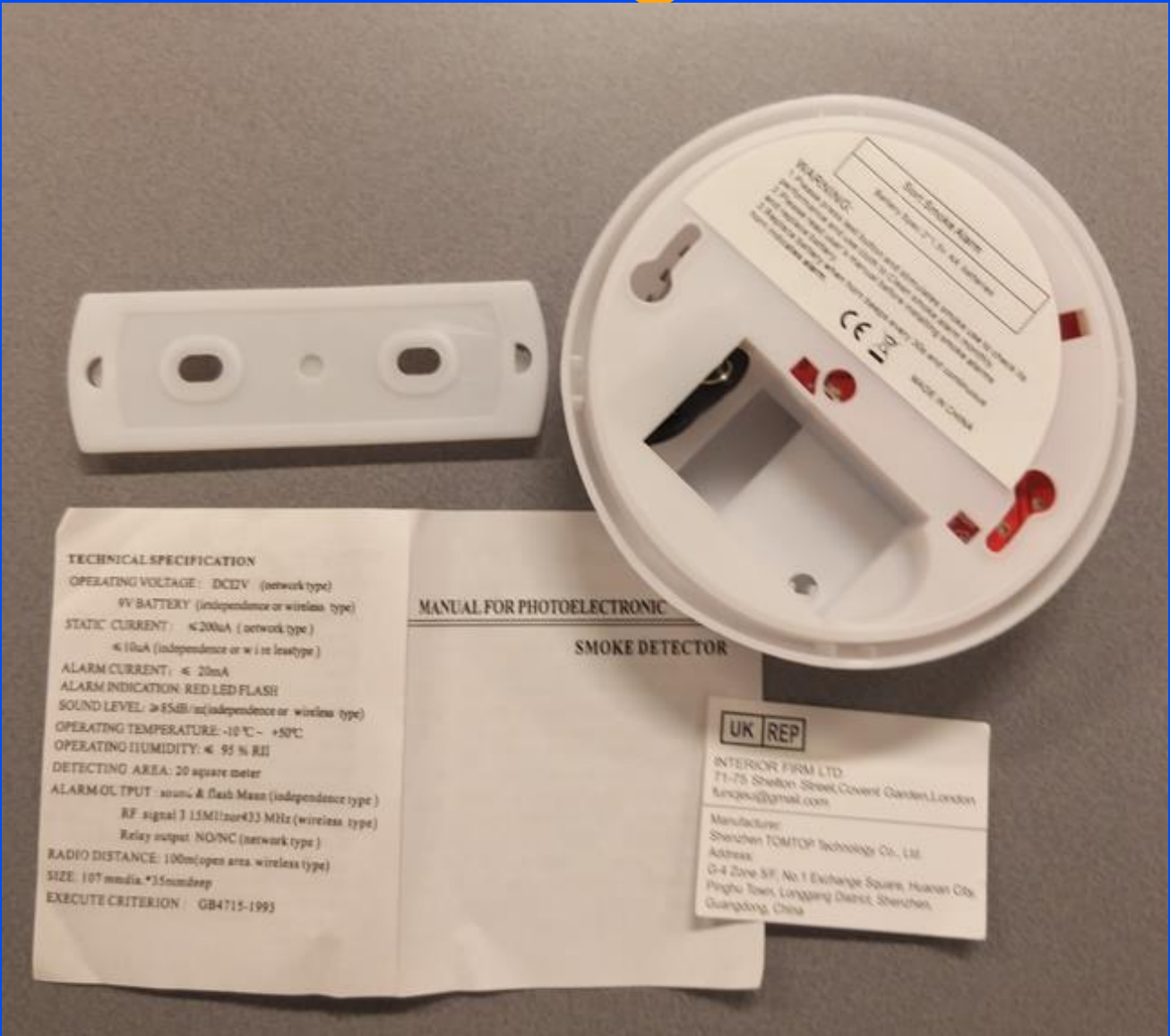
The system has automatically left a 5-star review as the review window had timed-out.

Color:White | 02/07/2020 16:00

Anonymous ★★★★★

The system has automatically left a 5-star review as the review window had timed-out.

Color:White | 01/25/2020 16:00



YZIF Carbon Monoxide Detector

shop: [amazon.co.uk](https://www.amazon.co.uk)

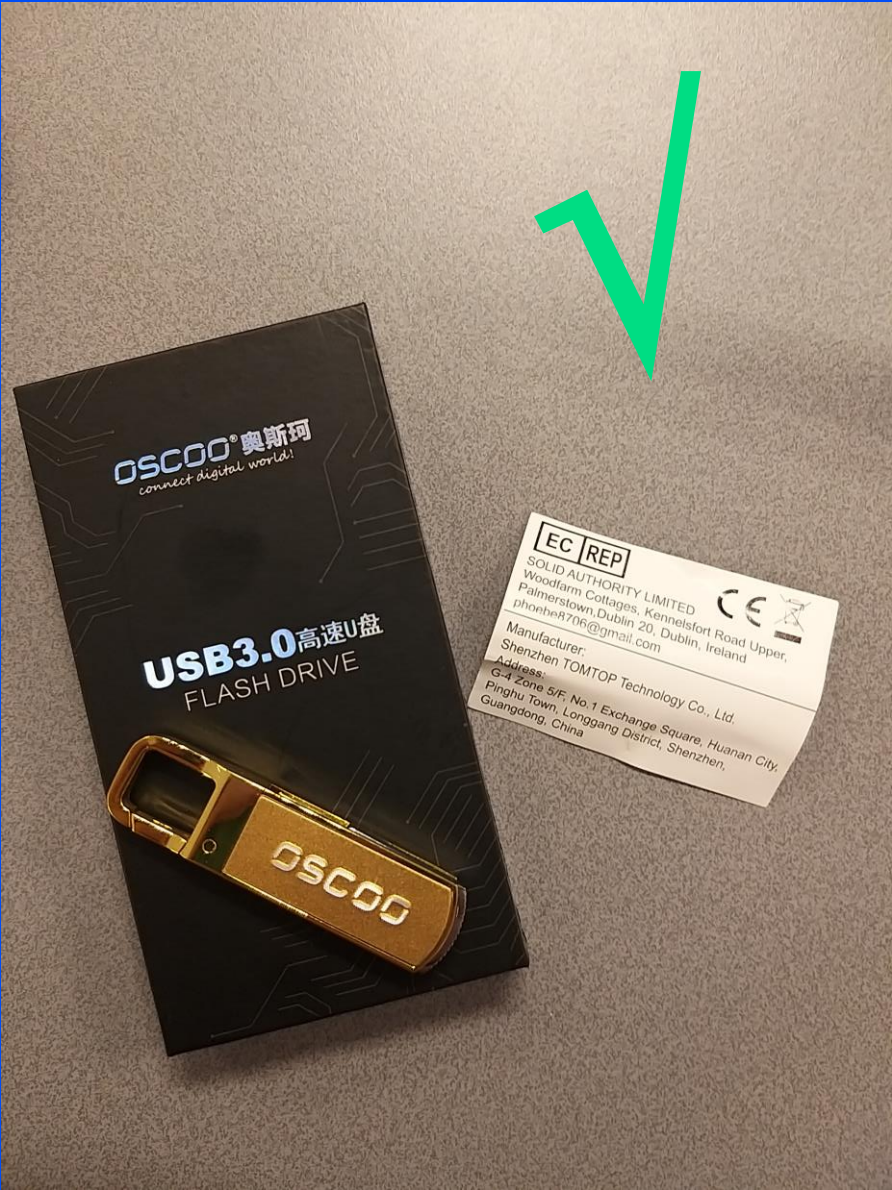
- Website states product is EN 50291 certified
- There is also a reference to the standard on the product
- There is only a UK rep



USB sticks

5 products ordered:

- 3 Products without CE marking
- 1 Product with Chinese export marking
- One product with correct CE-marking and EC –rep.

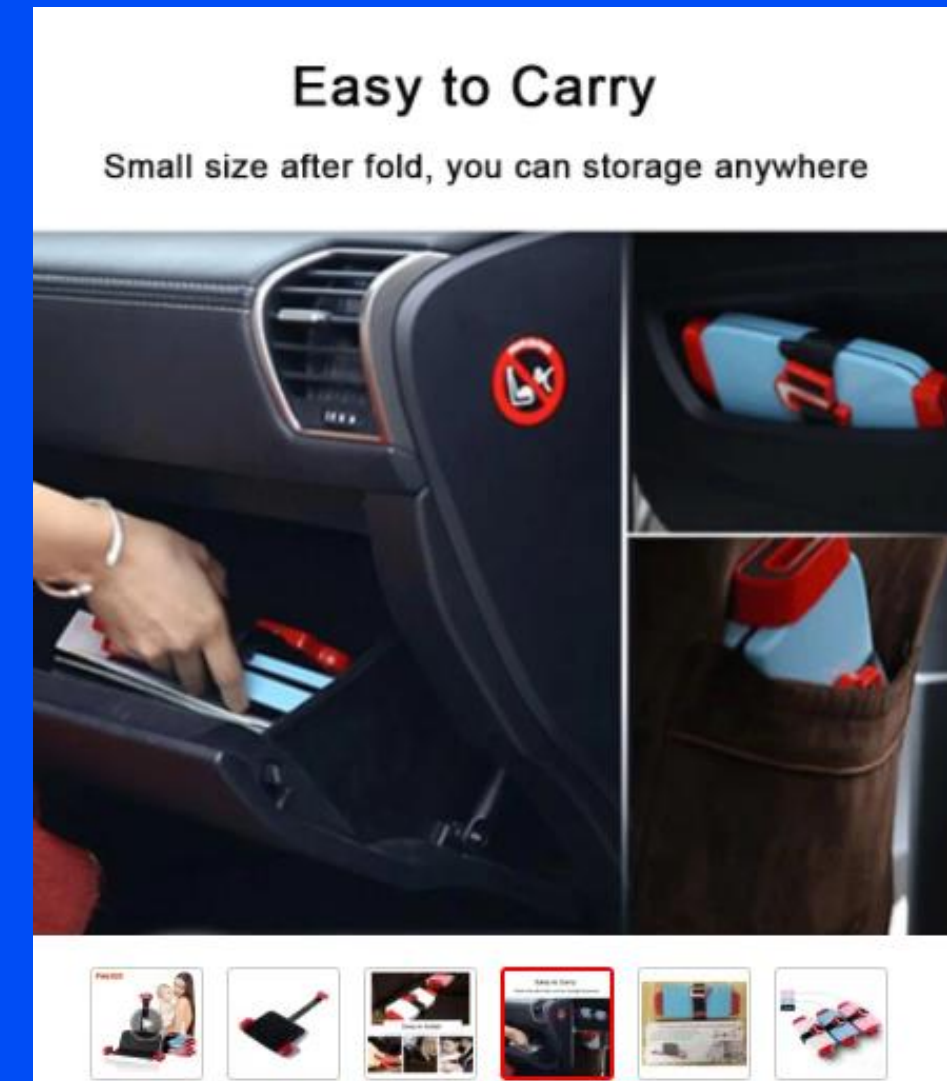


Adjustable Car Booster Seat Belt Converter for children 3-12yrs

Shop: ali express

This product seems to be a simple imitation of the 'mifold' we tested (and recommend against). Unlike the mifold, the copycat is not approved. Incidentally, the approval of the mifold is also subject to discussion.

- No instructions for use on the product
- No Dutch manual
- No mention for which cars it is suitable
- Main-contact bearing point is in forbidden zone
- Production date is missing (indelible on plastic part)
- No label for approval
- No manufacturer contact details
- Additional LAURI: Child in the advertisement is younger than 3 years old; even if the descriptions states 3-12 yrs old.

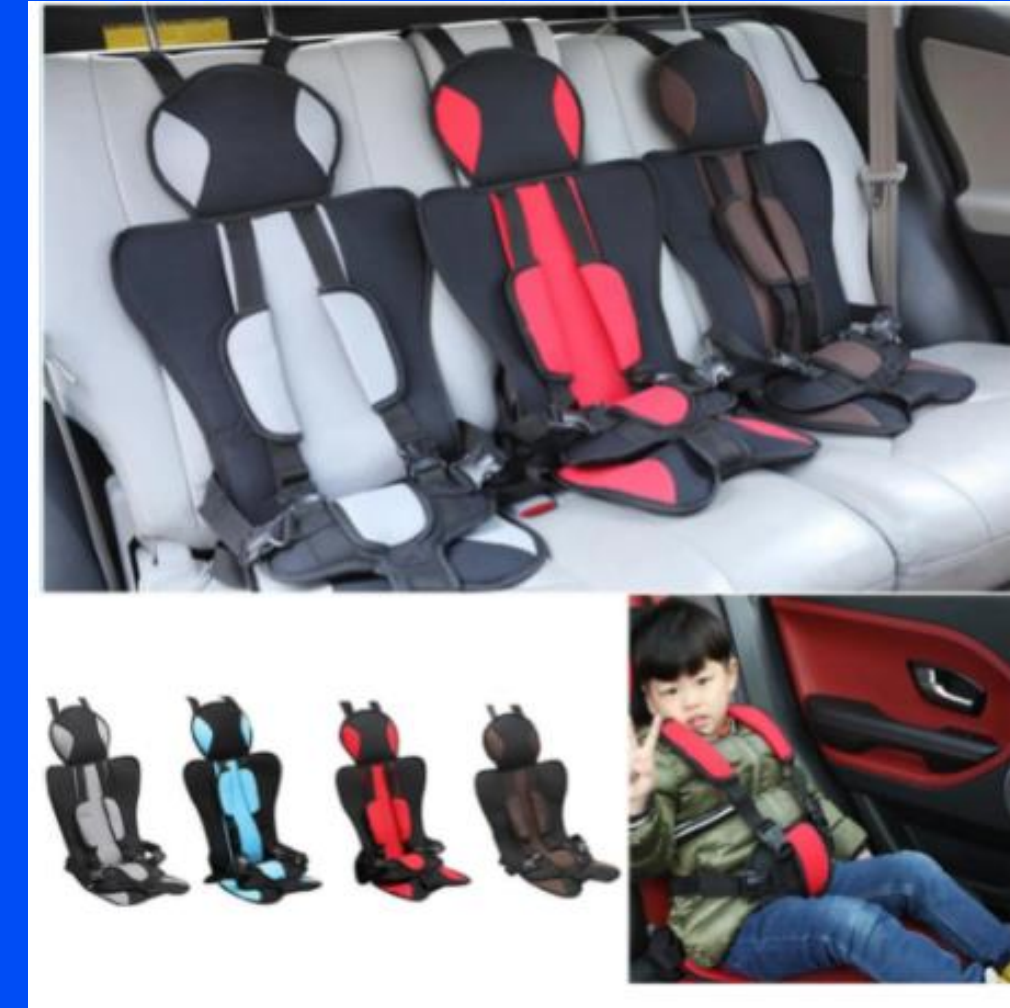
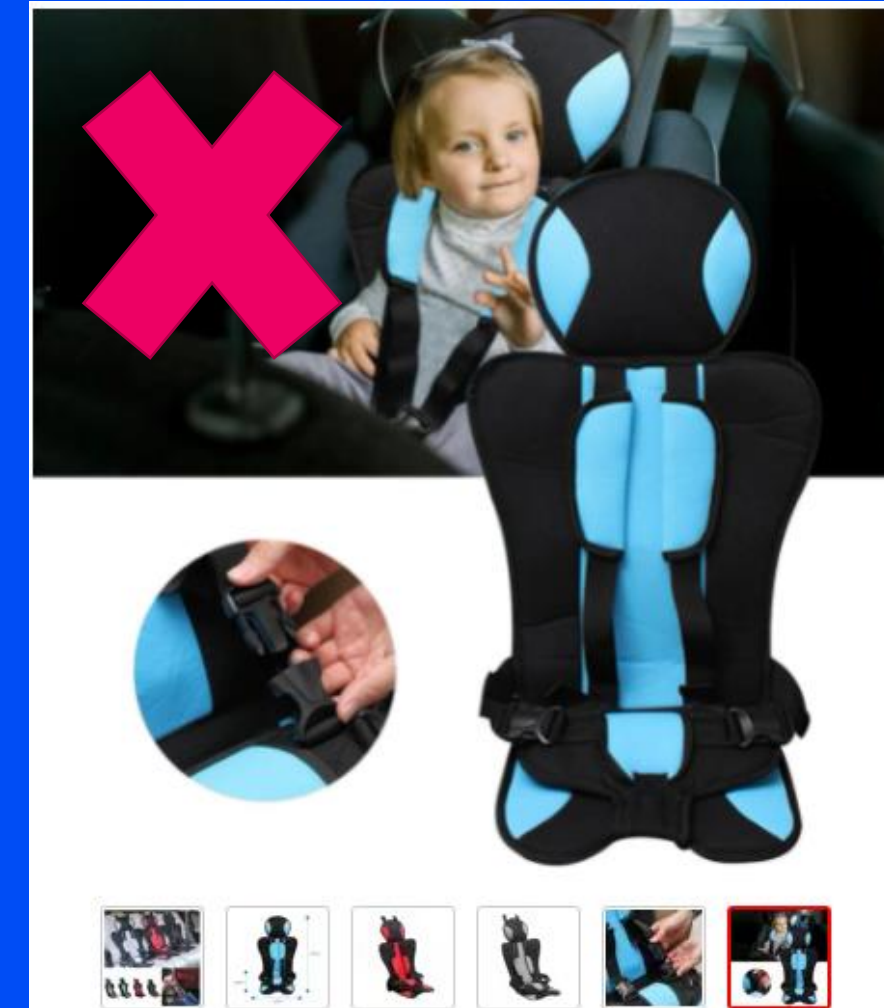


Child Safety Seat

shop: nl.aliexpress.com

This product does not come close to a car seat. It is a simple harness on a 'mat' that is tied to the back of the car seat with two belts. We cannot predict if it will fail in the crash tests. But **Which** has shown this before with similar products. That alone is one reason why it will never be type-approved.

- No instructions for use on the product
- No Dutch manual
- No mention for which cars it is suitable
- Not a single-action harness that unlocks with a red pushbutton, but 4 buckles
- Production date is missing (must be indelibly on plastic part)
- No label of approval
- No manufacturer contact details



Shapemags Magnet Building Tiles

shop: [amazon.com](https://www.amazon.com)

- Building tiles can be broken by hand.
- Magnets inside are small parts and can be accidentally swallowed.
- Swallowable magnets could cause serious internal harm to a child if ingested.



Hepaslimin 30 tab Liver Support Weight Loss

Wsparcie wątroby utrata masy ciała

shop: onbuy.com

- Diet pills with only Polish information, on the site you see the Polish packaging, but it was targeted also at Dutch consumers.
 - No information leaflet
 - Update 4-nov-2021: no longer delivery to the Netherlands
-
- Issue with diet pills:
 - yohimbine and synephrine
 - <https://press.which.co.uk/whichpressreleases/potentially-dangerous-diet-pills-sold-on-ebay-wish-and-aliexpress-which-finds/>



Description & Details

Hepaslimin 30 tab Liver Support Weight Loss Wsparcie wątroby utrata masy ciała Description

HEPASLIMIN indications: Dietary supplement supporting the maintenance of a healthy liver and maintaining a healthy body weight. Features: The Hepaslimin product is a dietary supplement that, thanks to its active ingredients, has a double effect: it supports the work of the liver and at the same time helps to maintain a slim figure. Product ingredients: choline, chicory root, artichoke herb, haircut, Paraguayan holly support the body in maintaining the liver in good condition, support digestion, and thus affect the maintenance of normal body weight. Choline is a component that occurs naturally in the body. It is a component of phospholipids that build the cell membrane of each cell. Choline is responsible for the proper functioning of the liver. Another ingredient of the Hepaslimin product, artichoke herb extract, affects the proper functioning of the digestive tract, supports body detoxification and stimulates the secretion of digestive juices. Helps to maintain a healthy liver and contributes to intestinal comfort. Chicory root extract helps digestion and helps maintain a healthy liver. Haircut is responsible for preventing fat accumulation. Leaves of the mate and the mate derived from them affect the distribution of lipids and maintain a healthy weight. The liver is one of the most important organs of the human body, with a unique ability to rebuild. Maintained in good condition, it stores and releases iron and vitamins at the right time, produces and secretes bile, neutralizes toxins and converts carbohydrates into easily digestible glucose. However, improper diet, drinking alcohol and certain medications can seriously damage the liver. Hepaslimin will help protect the liver from harmful dietary ingredients, and at the same time take care of a slim figure and normal body weight. Components: The daily dose of the Hepaslimin dietary supplement (6 tablets) provides: L-ornithine L-aspartate 600 mg, Choline 210 mg, Artichoke herb extract 150 m from mate leaves 150 mg, Chicory root extract 60 mg, 60 mg long turmeric extract. Use: Adults: 2 tablets 3 times a day with water. The preparation is recommended to be eaten after meals. Package: 30 tablets Dietary supplements cannot be used as a substitute for a varied diet or a healthy lifestyle. Do not exceed recommended servings for consumption during the day. Dietary supplements should be stored out of reach of small children. Before using the product, we suggest that you read the exact information on the packaging or the attached leaflet.

Details

OPC	PSTCHPT
Brand	POLSKIE SUPLEMENTY
Codes	5902020845928 (EAN)
Rank	#2 Weight Loss Supplements
	#2 Slimming Aids & Weight Loss
	#6 Diet & Nutrition
Links	Weight Loss Tablets

Cosmetics

Subject to Cosmetics regulation:

- Bourjois Volume Glamour Mascara Effet push-up #71-black 6 ML
shop: [Fruugo.com](https://www.fruugo.com)
- INCI is missing



Nail Polish Remover Pen

shop: [Shein.com](https://www.shein.com)

- No manufacturer contact details
- INCI is missing.



Portable hard disc shop: Aliexpress

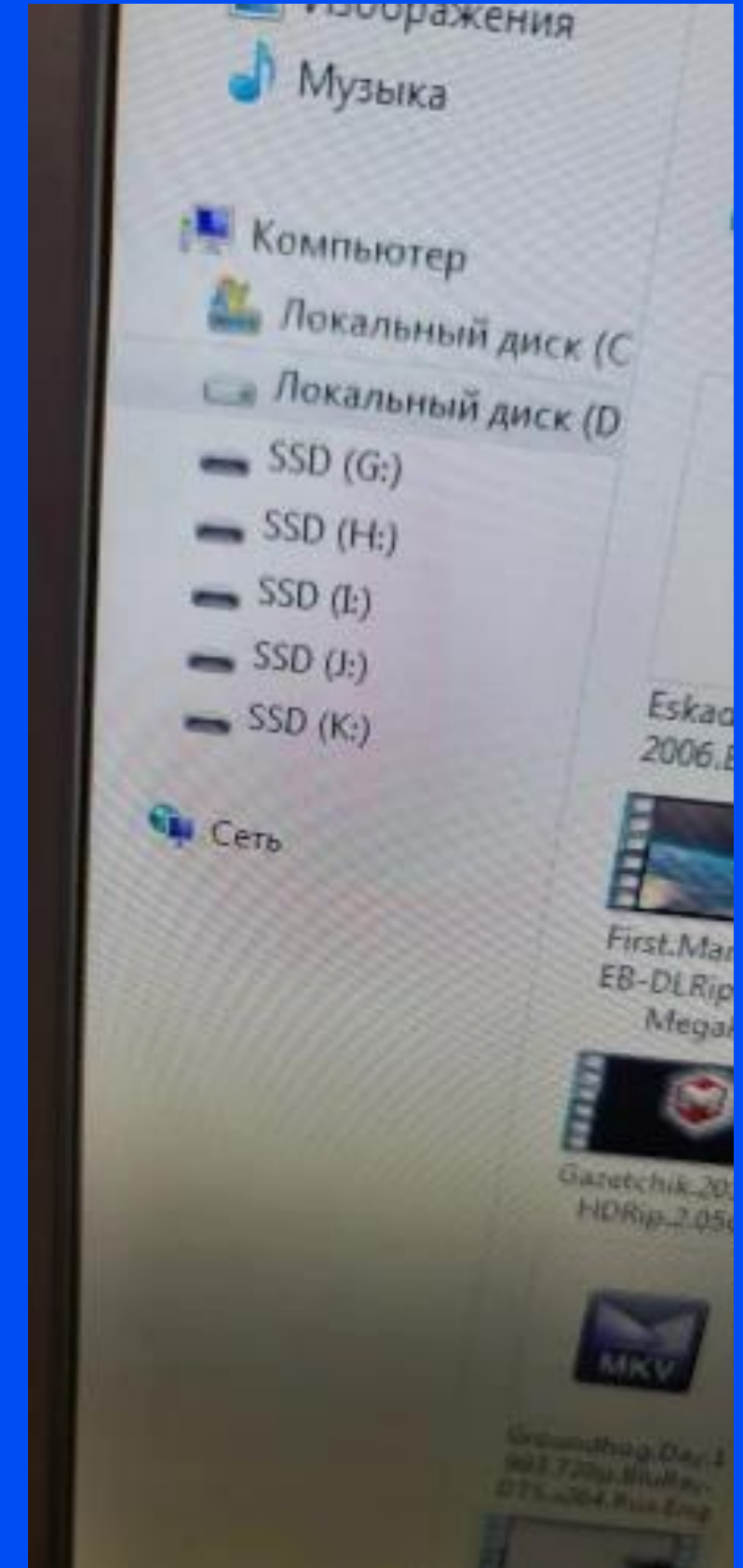
Claims to be 8 Tb, product is very light weight, this made the consumer suspicious.

This doesn't match with the specifications. Speed of 10500 rpm means it's not a hard disc.

The product contains 5 USB sticks glued together on a wiring board.

When connected with your pc, you actually see 5 different external connections.

Consumer send in;



Airfryers

Large fryer XXL 1500W 5.5 QT Oven Digital Touch Screen Hot Air Fryer Cooker

Shop: [Wish.com](#)

- Smoke came out of the product when first operated. Further investigation was cancelled.

PRODUCT SPECIFICATIONS



Electric Fryer Type : Air Fryer	Safety Function: Overheat Protection	
Power Mode: Ac	Rated Power: 1500w	
Rated Frequency: 50-60hz	Body Material : Metal	Capacity: 5.5l
Heating Method: Electric Heating Tube + Hot Air Convection		
Product Size: 310*270mm	Applicable Number: 4-5 People	
Control Method: Computer Type	Rated Voltage : 220v	

Tower T17026 Air Fryer with Rapid Air Circulation System

Shop: [Amazon.uk](#)

- Airfryer with english plug.



Herbicide (weed killers)

Need to comply with: Biociden: <https://eur-lex.europa.eu/legal-content/NL/TXT/HTML/?uri=CELEX:02012R0528-20210610#tocId83>

- Product has no instructions in Dutch.
- Product has no authorisation number for Eu or NL.



- Instructions not in Dutch
- Product has no authorisation number for Eu or NL
- shop: fruugo.nl

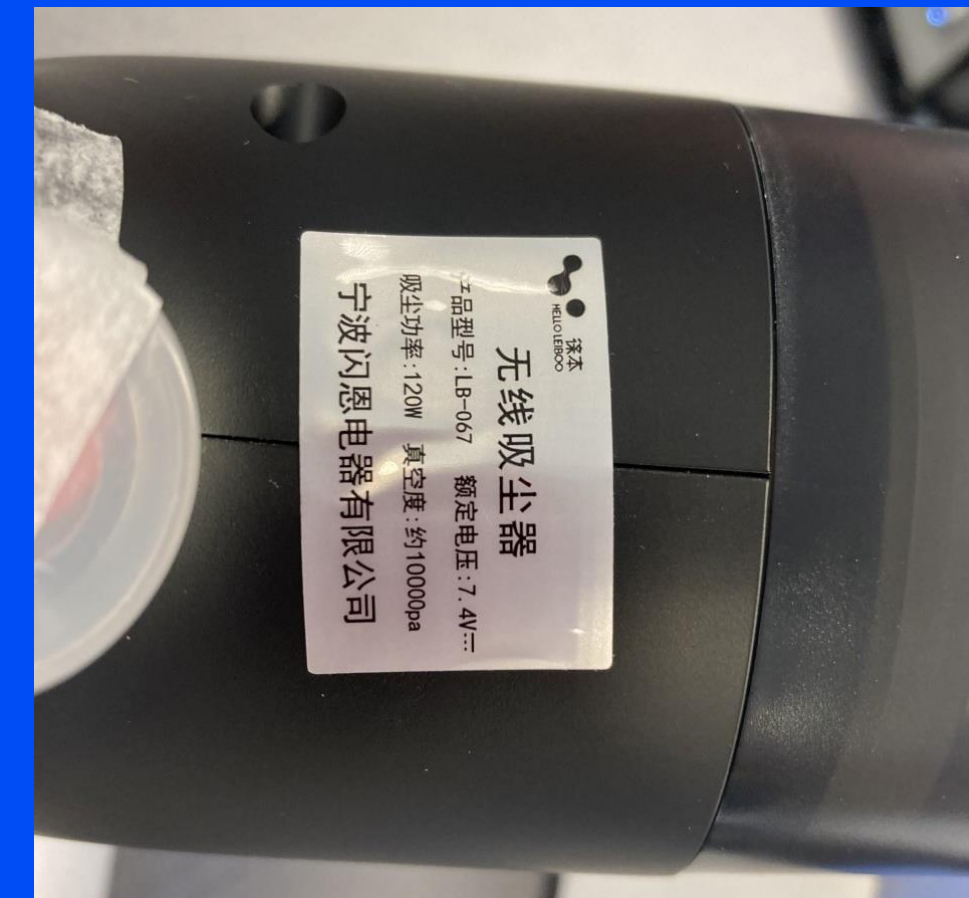
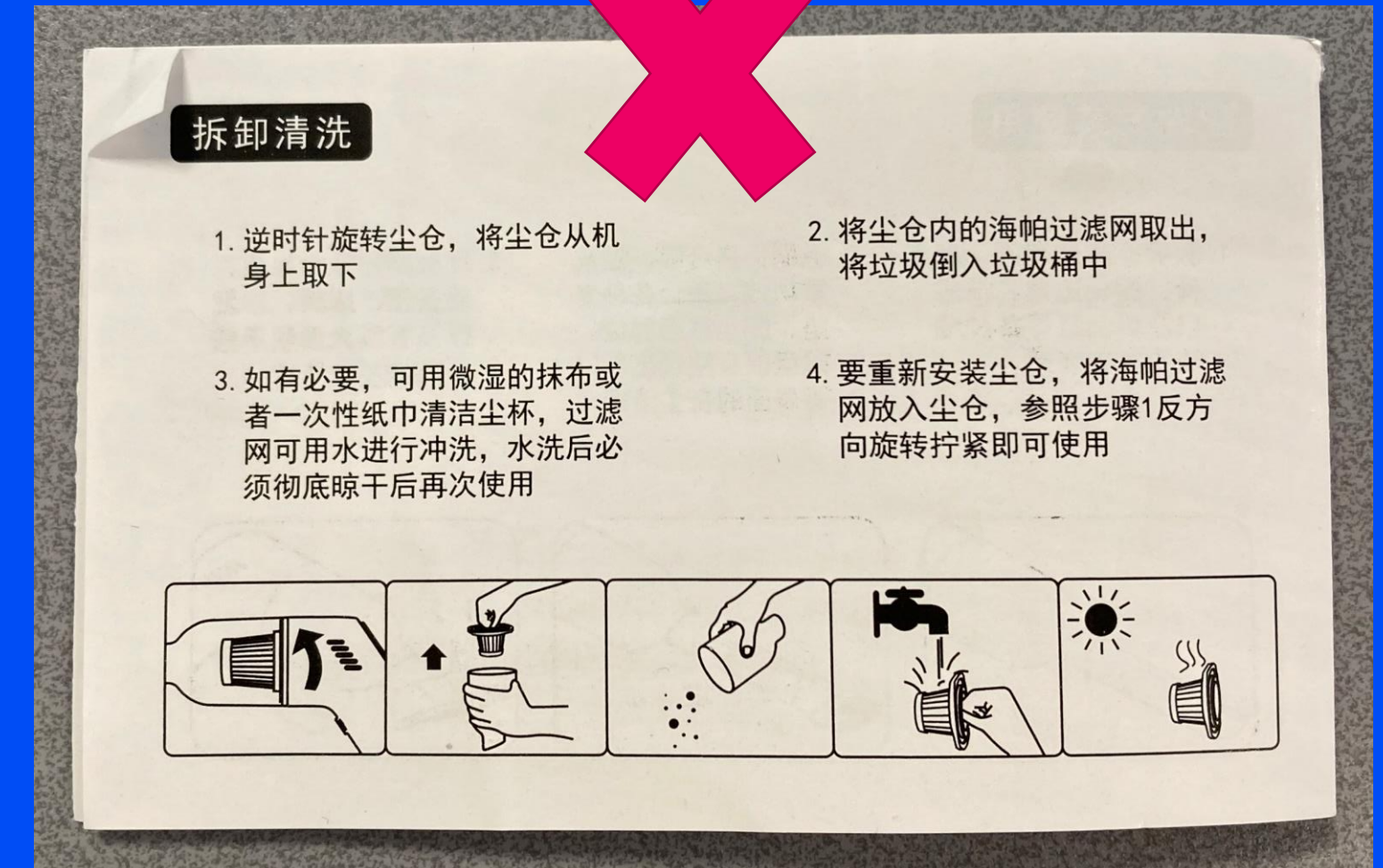


Black mini vaccum cleaner

shop: lightinthebox.com

- All instructions are in Chinese,
- No CE mark on product.
- On product page of the website it states 'suction power (pa≈ 8000). On product itself in "chinese..10000pa"

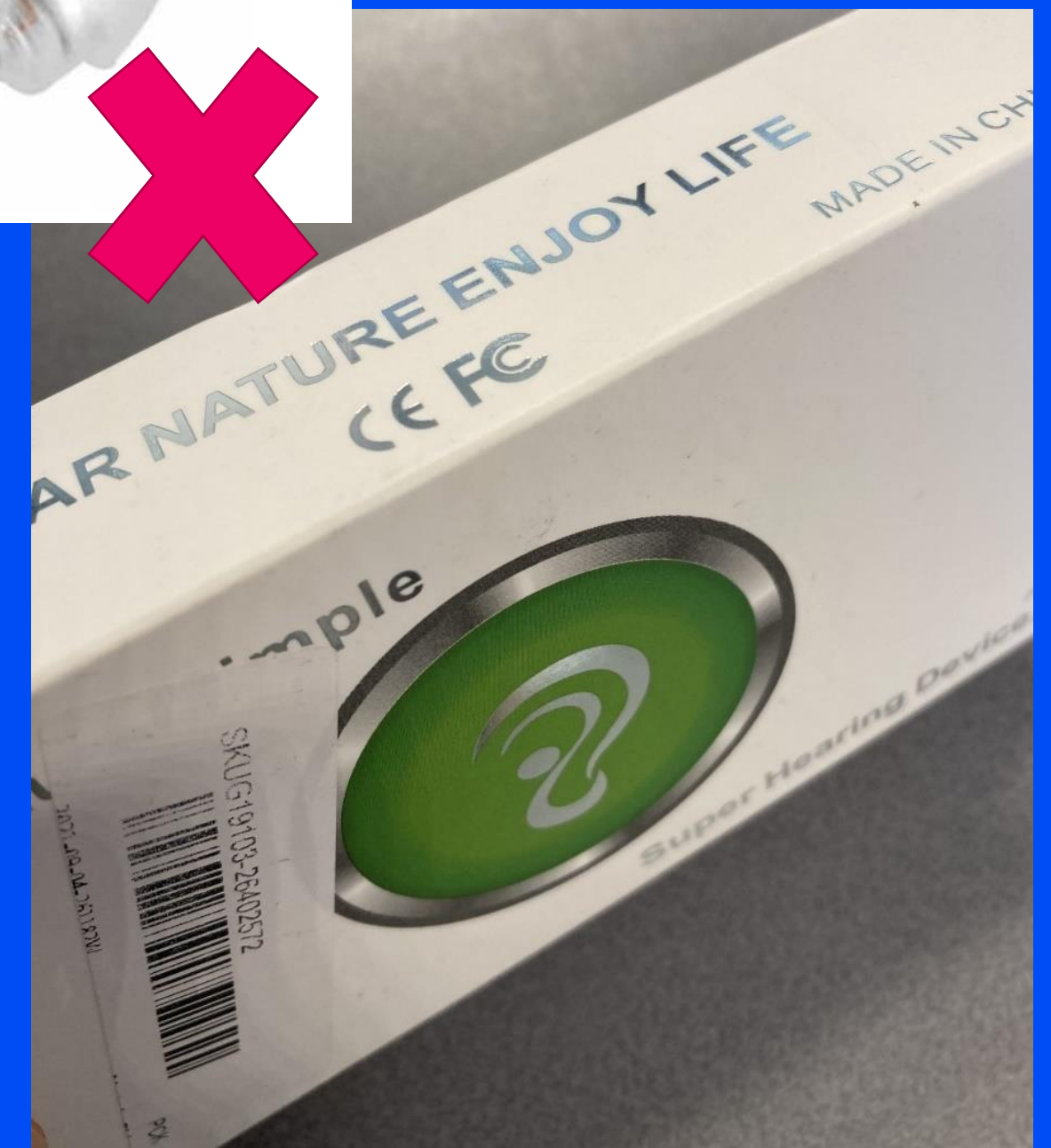
It did have a sticker with EC rep and CE mark on the box



Hidden Hearing Aid Sound Voice Amplifier

shop: banggood.com

- Hearing aid should have CE marking
- It looks like the product has Chinese Export marking; the C and E aren't half of a circle, put pointy at the end.
- The FCC marking isn't the official one.



Sunscreen SPF 90

shop: [amazon.co.uk](https://www.amazon.co.uk)

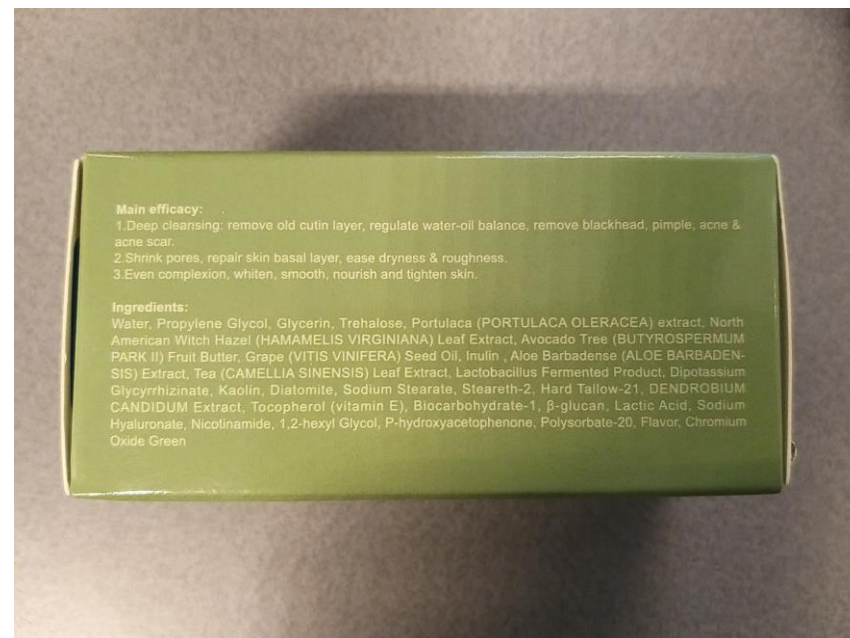
- SPF90 is not allowed
- Claims instant protection. This is not allowed.
- There is no description of the degree of protection (e.g. high)
- The correct instructions for use for sunscreen are missing.
- No info on shelf life.
- INCI only on paper packaging, not on the tube.



Snail Repair Face Cream

shop: [alibaba.com](https://www.alibaba.com)

- INCI isn't correctly presented.
- Most of the ingredients aren't in the CosIng database under that name.
- No contact of manufacturer
- Comes with samples that have ingredients listed but these are not official INCI names.
- One of the sample Product contains propylparabens, which are allowed, but have clear restrictions on the amount.
- Products contain lot of allergens.



Outdoor Tour Waterproof Baby Stroller Sleeping Bag Warm Footmuff - Grey to be checked by lab

- Openings for straps have loose fibers
- Cord lock is finger entrapment for the child?
- Zipper complies?

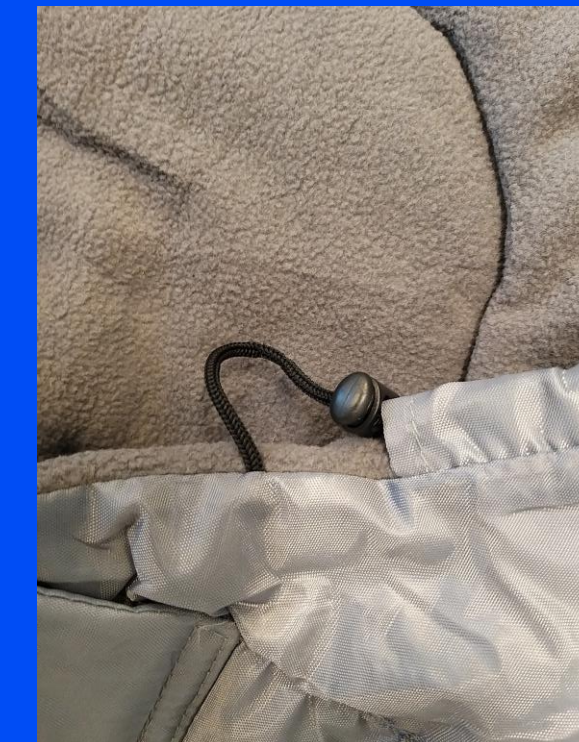
4.1.4.1.3 Slide fasteners shall have a slider locking device and shall not have a removable slider (see A.3.3.1).

4.1.4.1.4 Slide fasteners shall include a top stop (see A.3.3.1) and either a bottom stop or be secured in a manner so that the slider cannot be removed from the chain.

Claw type stops are not recommended.

4.1.4.1.5 When slide fasteners are placed at the neck opening or at the arm opening, the top stop shall be placed away from the neck opening or the arm opening (see A.2.3).

4.1.4.1.6 In order to avoid direct skin contact in wear, a fabric guard shall cover the slide fastener in the neck and under arm area.





**Research other ICRT
partners since 2020**

Which? was able to purchase and have delivered a sample of three items each from eBay, Wish and AliExpress respectively. Each online marketplace had at least a dozen products listed on their websites that contained yohimbine or synephrine at the time of Which?'s investigation.



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Which? investigation

Potentially dangerous diet pill Diet pills

<https://press.which.co.uk/whichpressreleases/potentially-dangerous-diet-pills-sold-on-ebay-wish-and-alienpress-which-finds/>



Parents are being warned about the risk of buying cheap, unbranded toys online after a new Which? investigation found more than 40 per cent of toys it bought from online marketplaces failed safety tests.

The consumer champion tested 28 toys bought from four popular online marketplaces – Amazon Marketplace, AliExpress, eBay and Wish – and found 12 posed a safety risk after failing one or more tests.

- Small parts
- Loose cords
- Easy accessible batteries
- Magnets that can be accidentally digested

▼
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Which? investigation

Dangerous toys widely available on online marketplaces

<https://press.which.co.uk/whichpressreleases/dangerous-toys-widely-available-on-online-marketplaces-which-warns/>

<https://www.which.co.uk/news/2021/08/safety-alert-serious-button-battery-and-magnet-dangers-in-online-marketplace-toys/>

New Which? research has uncovered the hidden dangers posed by teeth whitening products sold through online marketplaces, revealing the unsafe and illegal levels of dangerous chemicals contained within them.

We bought 36 teeth whiteners through online marketplaces AliExpress, Amazon, eBay and Wish. We tested them to find out how much hydrogen peroxide (the chemical used to whiten teeth) each of them contained and we also tested a widely available high street whitener for comparison.

- 21 of the 36 teeth whiteners tested from online marketplaces contained more than the legal amount of hydrogen peroxide (0.1%) permitted for home use in teeth whitening kits.
- 11 of the 36 contained more than 6% hydrogen peroxide, which is the limit in terms of what dentists are allowed to use.
- 20 products contained more than 10 times too much hydrogen peroxide.
- The six most dangerous whiteners had more than 100 times too much hydrogen peroxide to be legally sold.

Which? investigation

<https://www.which.co.uk/news/2021/05/dont-buy-teeth-whitening-products-from-online-marketplaces/>



“Which? found 1,727 different products – including products that were unbranded, from little-known brands or clones of legitimate items – sold on online marketplaces and all operated via just four apps, Aiwit, CamHi, CloudEdge and Smart Life. Working with security experts, 6point6 and NCC Group, Which? found that all these apps had potential security issues that could make them easy prey for hackers or put users’ privacy at risk.”

“In its investigation Which? also found 112 out of support Android tablets for sale on AliExpress and eBay. Some of them had not received a security update for more than seven years – updates which are crucial for defending against hackers. This was particularly concerning as many of them are actively marketed for children.”



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Which? investigation

<https://press.which.co.uk/whichpressreleases/which-warns-of-flood-of-security-risk-smart-products-sold-on-online-marketplaces-this-black-friday/>



- Almost half of the products lack an ingredient list (INCI)
- out of 23 products with an ingredients list, 17 get downrated for having bad parabens, cyclopentasiloxane or BHT, which are suspected of being endocrine disruptors. Also A-brands.
- 3 products contain illegal substances which aren't allowed in the EU.



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Investigation of Taenk

Test: Chemistry in cosmetics purchased outside the EU

<https://kemi.taenk.dk/test/test-kemi-i-kosmetik-koebt-uden-eu>



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To be supported

- Market surveillance rules are made consistent for all products - no matter whether already subject to EU legislation or not - and Member States given new powers and tools to do their job.
- Criteria for risk assessments are extended to cover more risks and products used by different types of consumers.
- Traceability requirements are improved which will facilitate the identification of products by consumers, economic operators and authorities along the supply chain
- New provisions are included to address the challenges posed by connected products
- Rules on product recalls are clarified and complemented with new rights for consumers' remedies.
- Detailed criteria for penalties are introduced, thereby making enforcement more consistent.
- New powers are granted to the European Commission to adopt implementing measures and to set up specific traceability requirements.



To be improved

- The role of online marketplaces in the supply chain must be acknowledged: their status and obligations must be those of importers to make sure they can be ultimately held liable for product safety violations.
- The strong safety net function of the current legislation framework should be safeguarded.
- A proper system of accident and injury data collection must be established
- The use of more thorough conformity assessments than manufacturer's self-certification must be allowed for certain products.
- Co-legislators should make sure the Commission will be given the power to adopt specific implementing measures.





Thank you

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