Online retailers 2021
ICRT project
Fall of 2019

66% of 250 tested products bought on online platforms outside the EU were 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.
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.
Klachtencompas => Miskooploket
Most complaints online platforms outside EU:

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

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.
- 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.
Collaboration with Radio station

- Monday 25 - Thursday 28 October
- 7,206 pageviews (5,391 Unique)
Examples of complaints that were registered with the radio station Q music

- 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 clot 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.
“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.
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.
In several cases the label has an address for a transport company within Europe.
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.
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 egression 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.
YZIF Carbon Monoxide Detector
shop: 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.
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

- 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 watroby utrata masy ciala

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/
Cosmetics

Subject to Cosmetics regulation:

- Bourjois Volume Glamour Mascara Effet push-up #71-black 6 Ml
  shop: Fruugo.com
- INCI is missing

Nail Polish Remover Pen
shop: Shein.com
- No manufacturer contact details
- INCI is missing.
Portable hard disc shop: Aliexpress

Claims to be 8 Tb, product is very lightweight, 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.
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.

<table>
<thead>
<tr>
<th>PRODUCT SPECIFICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric Fryer Type : Air Fryer</td>
</tr>
<tr>
<td>Power Mode: Ac</td>
</tr>
<tr>
<td>Rated Frequency: 50-60hz</td>
</tr>
<tr>
<td>Heating Method: Electric Heating Tube + Hot Air Convection</td>
</tr>
<tr>
<td>Product Size: 310*270mm</td>
</tr>
<tr>
<td>Control Method: Computer Type</td>
</tr>
</tbody>
</table>

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

- 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

- 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.
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

Dangerous toys widely available on online marketplaces

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

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? 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.”
• 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.
GPSR
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