

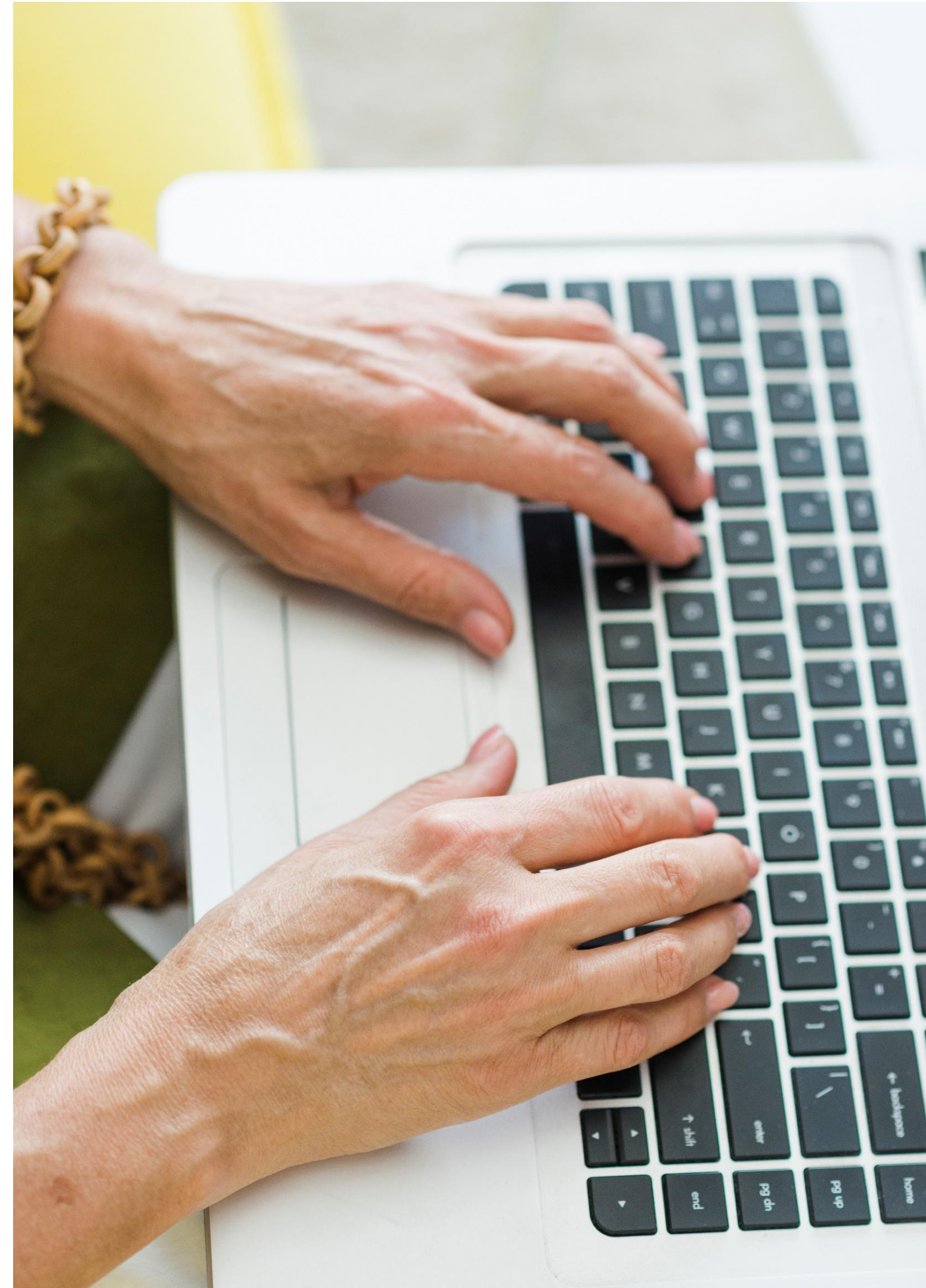
Unsafe Products

What to do?

Impact Presentation for Elderly Consumers. 8-80 Approach

Online shopping

The dangers of online shopping



Storytelling

2 stories about online shopping





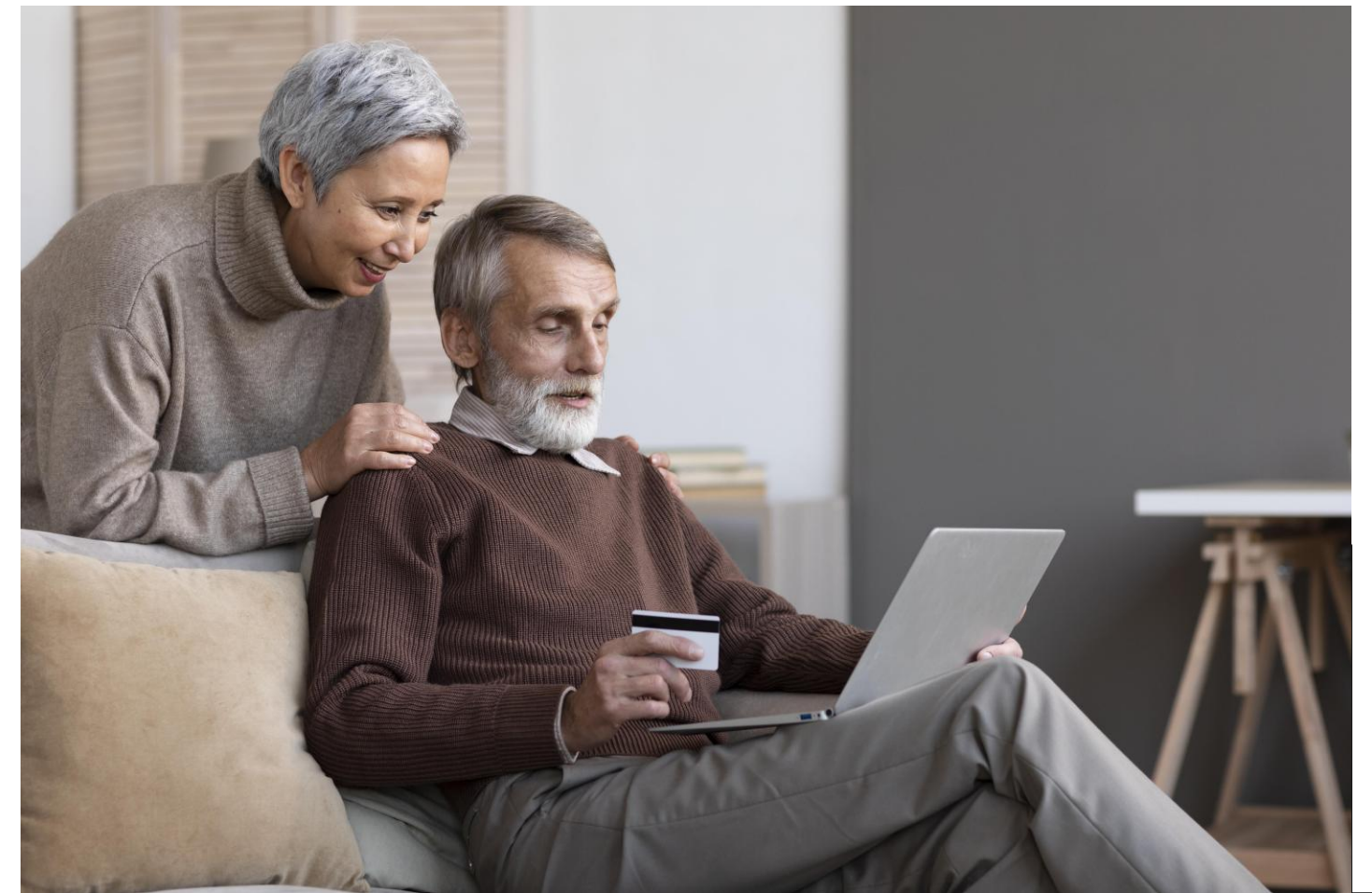
01

Unsafe product

Toy

Meet Maria and Manuel: A Grandparents' Story

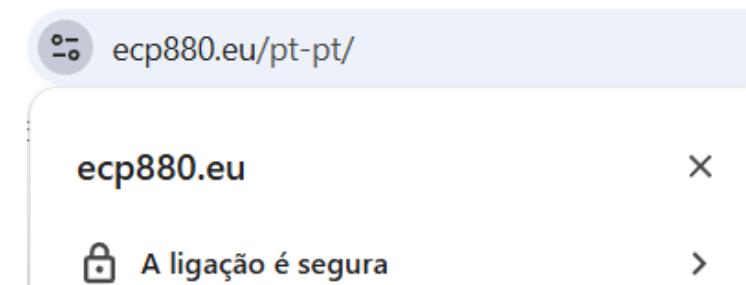
Maria and Manuel, both 70 years old. They have two grandchildren aged 5 and 6 who love storybooks featuring a wolf as the main character. As they wanted to give them a soft toy of their favourite character, they searched around various online shops.



Meet Maria and Manuel: A Grandparents' Story

They often shop online and are aware of the different risks involved, so they were vigilant and looked for information that seemed trustworthy :

- Safe website – examples:  <https://ecp880.eu/pt-pt/>
- Authorised retailer
- Supplier contact details – information available
- Price – the price was average
- Terms and conditions of sale available
- Payment – secure payment method
- Proof of purchase – invoice provided.



Meet Maria and Manuel: A Grandparents' Story

Purchase made, now they just had to wait for delivery.

A few days later, the order was delivered. Everything was going according the plan.

They surprised their grandchildren, who were delighted to receive soft toys of their favourite characters.





Meet Maria and Manuel: A Grandparents' Story

A few weeks later, Maria and Manuel were taken aback by a news report stating that a batch of soft toys from the brand they had bought posed a risk of injury to children.

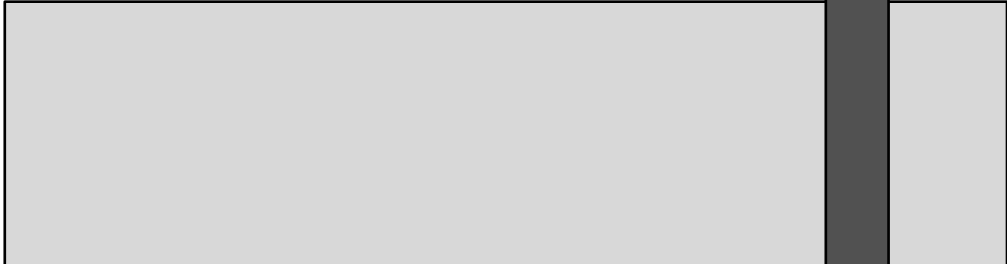
The manufacturer had withdrawn (recalled) the product from the market and asked consumers to return it, promising a full refund.

An alert was also issued on *Safety Gate**.

Maria and Manuel returned the product and were reimbursed, later choosing another soft toy of the same character to give to their grandchildren.



* *EU rapid alert system for dangerous non-food products*



Meet Maria and Manuel: A Grandparents' Story

Alert – Safety Gate

Notifying country: France

Product: Toy

Risk type: Cuts

Risk description: The toy contains a metallic foreign body which could cause cuts to children.

Measures taken by economic operators (Distributor):

Withdrawal of the product from the market. Recall of the product from end users.

<https://ec.europa.eu/safety-gate-alerts/screen/webReport/alertDetail/10097883?lang=en>



Alert number: SR/00676/26



02

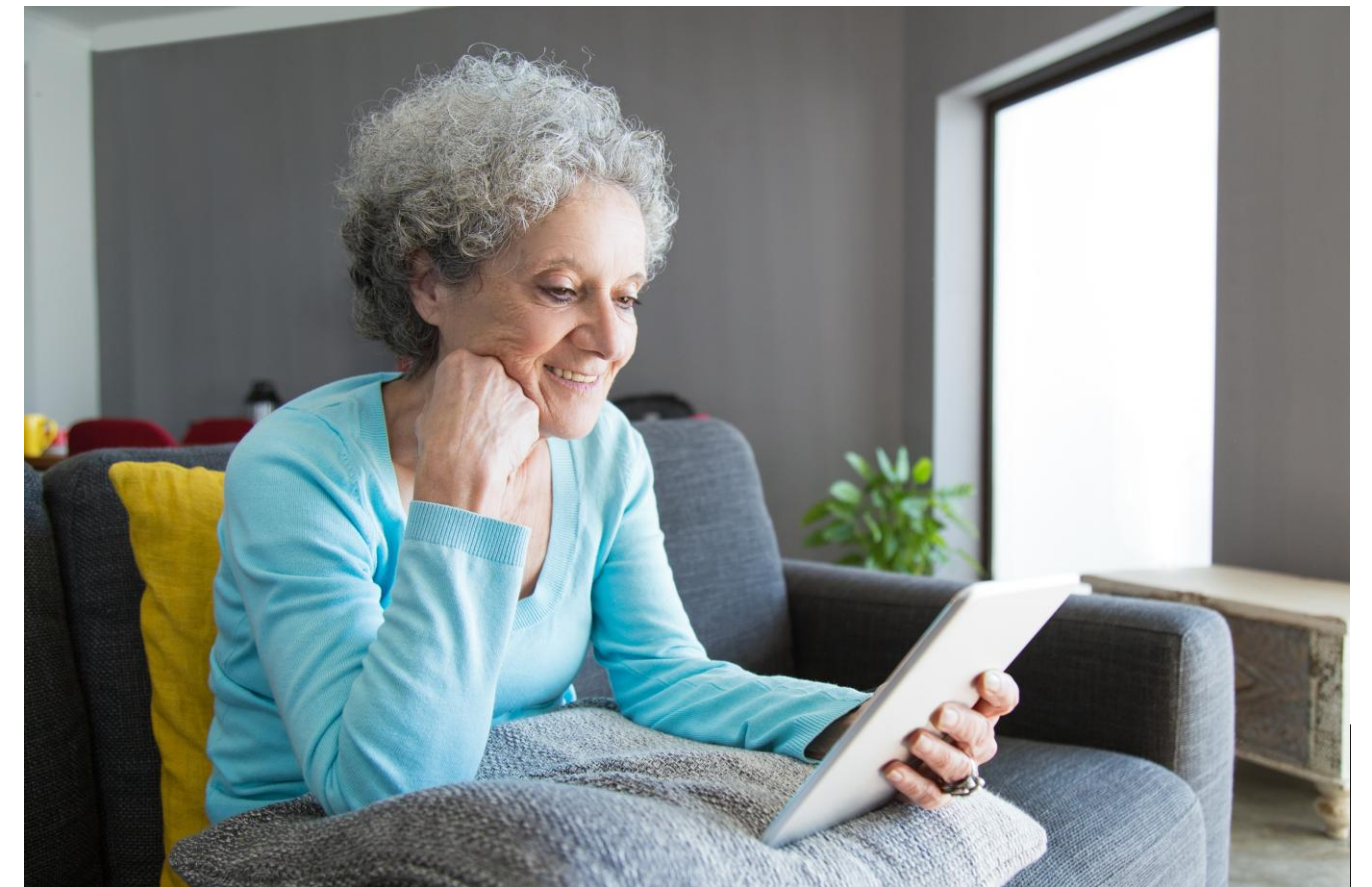
Counterfeit Product

Camera

The story of grandmother Ana

Ana, aged 80, wanted to buy an instant camera for her granddaughter, who turns 15 next month. One day, whilst she was on Facebook, an advert popped up: “Instant camera – 70% off! Only today”

Ana was surprised, because it was exactly the sort of present she wanted to give her, and it was at a great price! So, as well as this, she could use the money that she will save to buy another present.





The story of grandmother Ana

Ana clicks on the advert and is taken to a website that looks professional, with high-quality photos and 5-star reviews, which states that the products are European-certified.

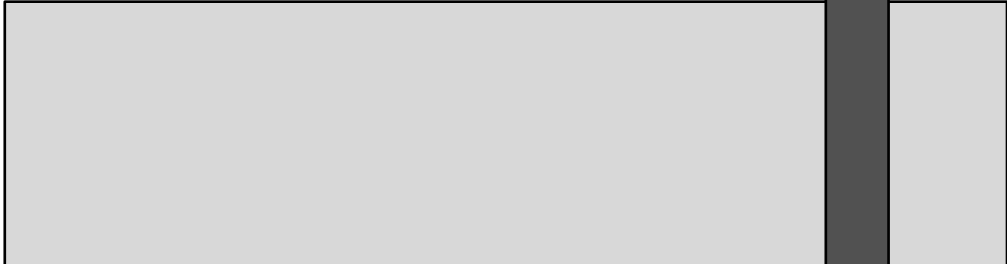
Without giving it much thought, she made the purchase whilst the product was still available: the information indicated there were only 3 items left in stock, so she had to be quick.

During the purchase:

- She inserted her credit card details
- Her name, address and contact details



She immediately received a confirmation email.

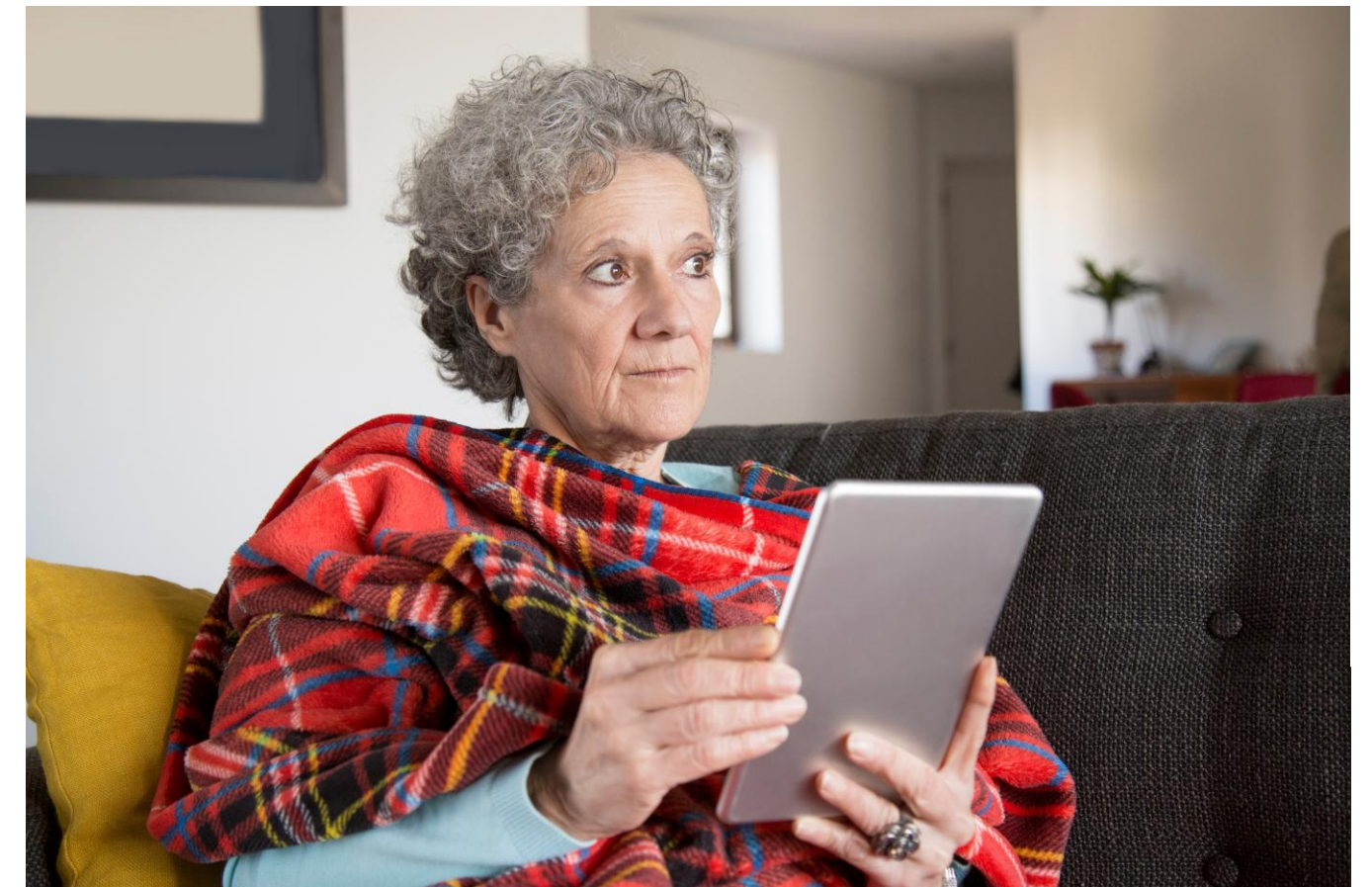


The story of grandmother Ana

A few days after, she received the order.

While wrapping the gift, she noticed that the product image on the packaging was similar, but she found letters swapped in the brand name and there were misspelled words in the text. She found it strange because it was a well-known brand, so she decided to open the package to see the product.

The camera's materials were of poor quality; she had bought a counterfeit product! She felt cheated.

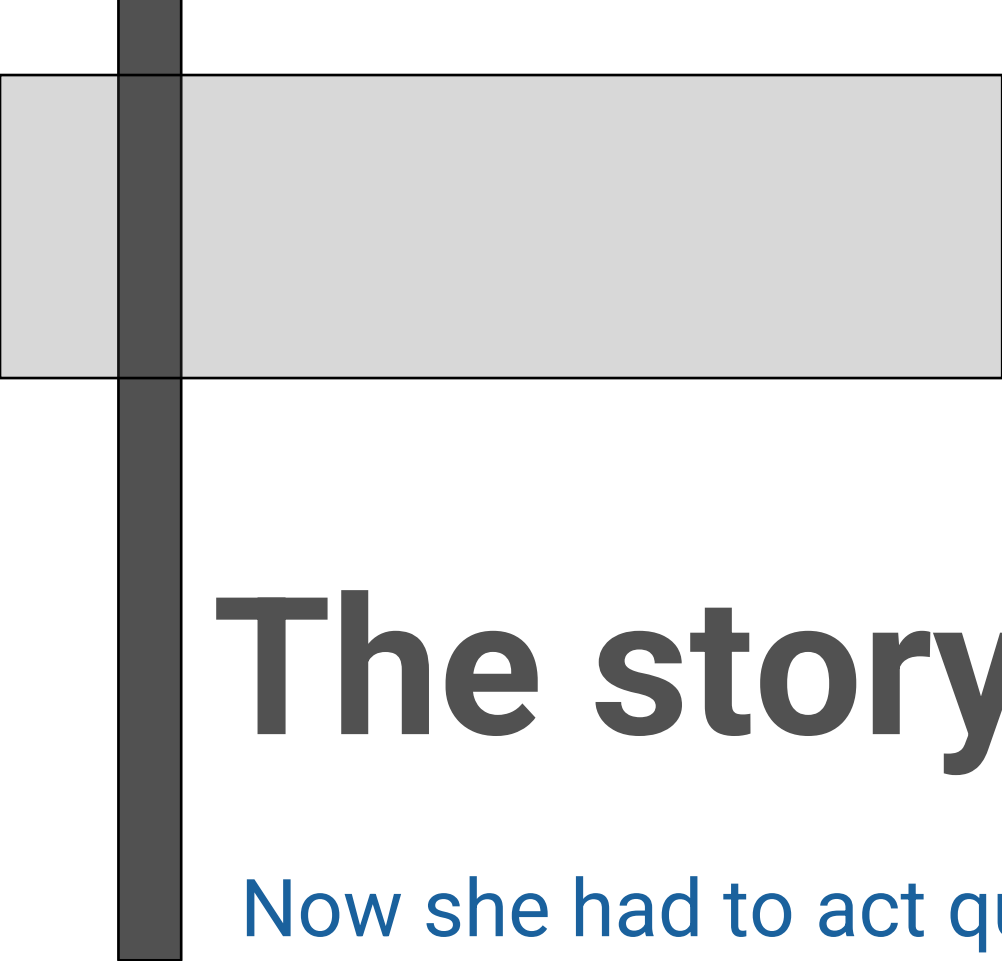


The story of grandmother Ana

Warning signs she missed:

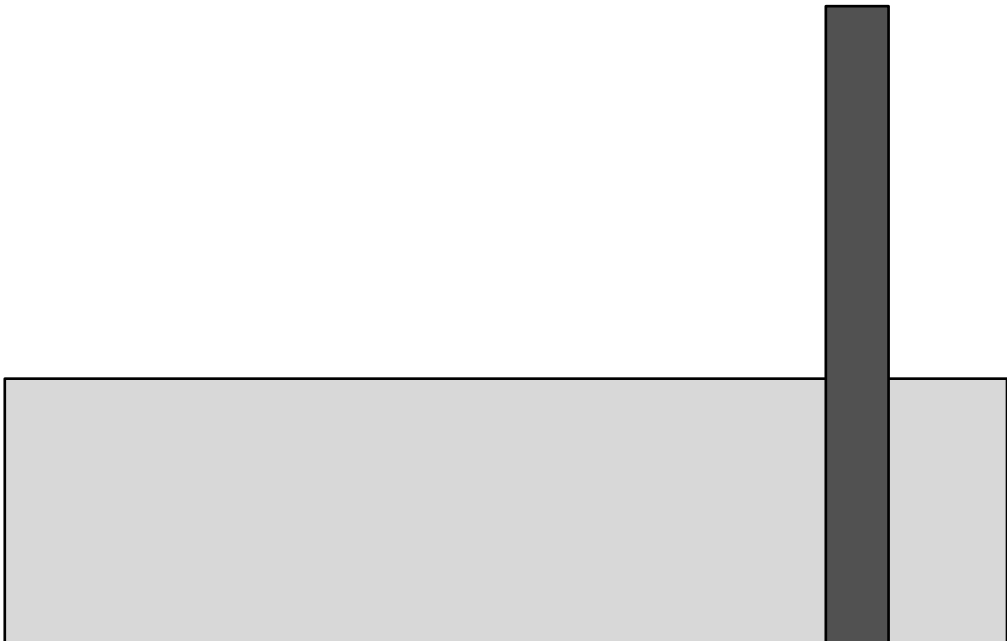
- Price too low
- Last-minute promotion (“Only today!”)
- Unknown website
- No seller contact information





The story of grandmother Ana

Now she had to act quickly and asked to her daughter and son for help, who advised her to do the following:

- ✓ Take photos of the packaging and product and send them to the seller requesting a refund.
 - ✓ File a complaint in the Online Complaints Book.
 - ✓ Report dangerous products in Consumers Safety Gateway.
- 
- 



What is a dangerous product?

Product which is not a 'safe product'.



Safe Product

It's a product that does not put you in danger when you use it correctly or in the way you would expect someone to use it.



Normal use throughout the product's lifecycle

The product works properly and does not break suddenly during product life cycle.

Acceptable risks

If there is any danger, it should be low and easy to identify / recognise.
(e.g., cutting with a knife).

Consumers protection

The manufacturer must ensure the product is safe to use.



What are the risks associated to unsafe products?



Risks and unsafe products

01

Suffocation

E.g. Baby toys with small parts

02

Strangulation

E.g. Clothes with strings and cords.
Items with ribbons for babies.

03

Chemical risks

E.g. Cosmetics containing
prohibited substances

04

Injuries

E.g. Skateboards, bicycles, scooters
that break while being used

05

Hearing injuries

E.g. Headphones producing
excessively high sound levels

06

Electrical hazards

E.g. Electrical equipment or
counterfeit batteries that cause
short circuits and explosions.

Alert – Safety Gate

Notifying country: United Kingdom in respect of Northern Ireland

Product: Bicycle wheels

Risk type: Injuries

Risk description: The outer carbon layers of the bicycle wheels delaminate easily during use. This may cause the wheel rim to fail, leading to serious falls and injuries.

Measures taken by economic operators (Importer) Recall of the product from end users

<https://ec.europa.eu/safety-gate-alerts/screen/webReport/alertDetail/10096434?lang=en>



Alert number: SR/04282/25

Alert – Safety Gate

Notifying country: Spain

Product: Deodorant cream

Risk type: Health risk and Injuries

Risk description: The oily formula of the deodorant may obstruct the pores of the skin in the area of application (armpit) and cause infections and painful cysts

Measures taken by economic operators (Manufacturer)

Withdrawal of the product from the market

<https://ec.europa.eu/safety-gate-alerts/screen/webReport/alertDetail/10010682?lang=en>



Alert number : INFO/00174/23



How to identify an unsafe product

Tips

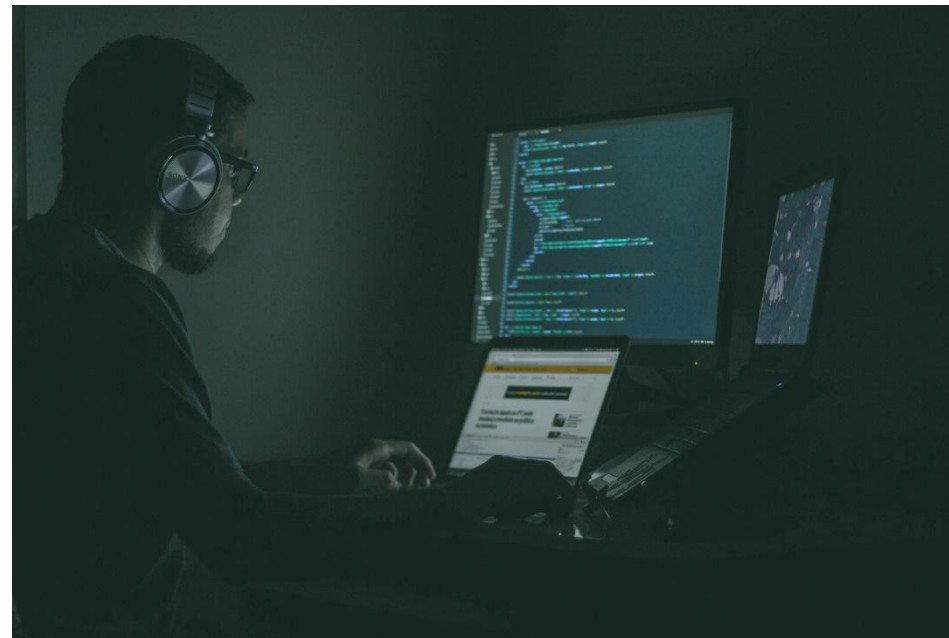


Check

Appearance of the product



Cybersecurity measures



Evolving features



Red flags: 3 P

Price



Very low prices can be a sign of counterfeit products.

Product/Packaging



Missing manufacturer information, poor quality, and unclear or incorrect details can indicate an unsafe product.

Place



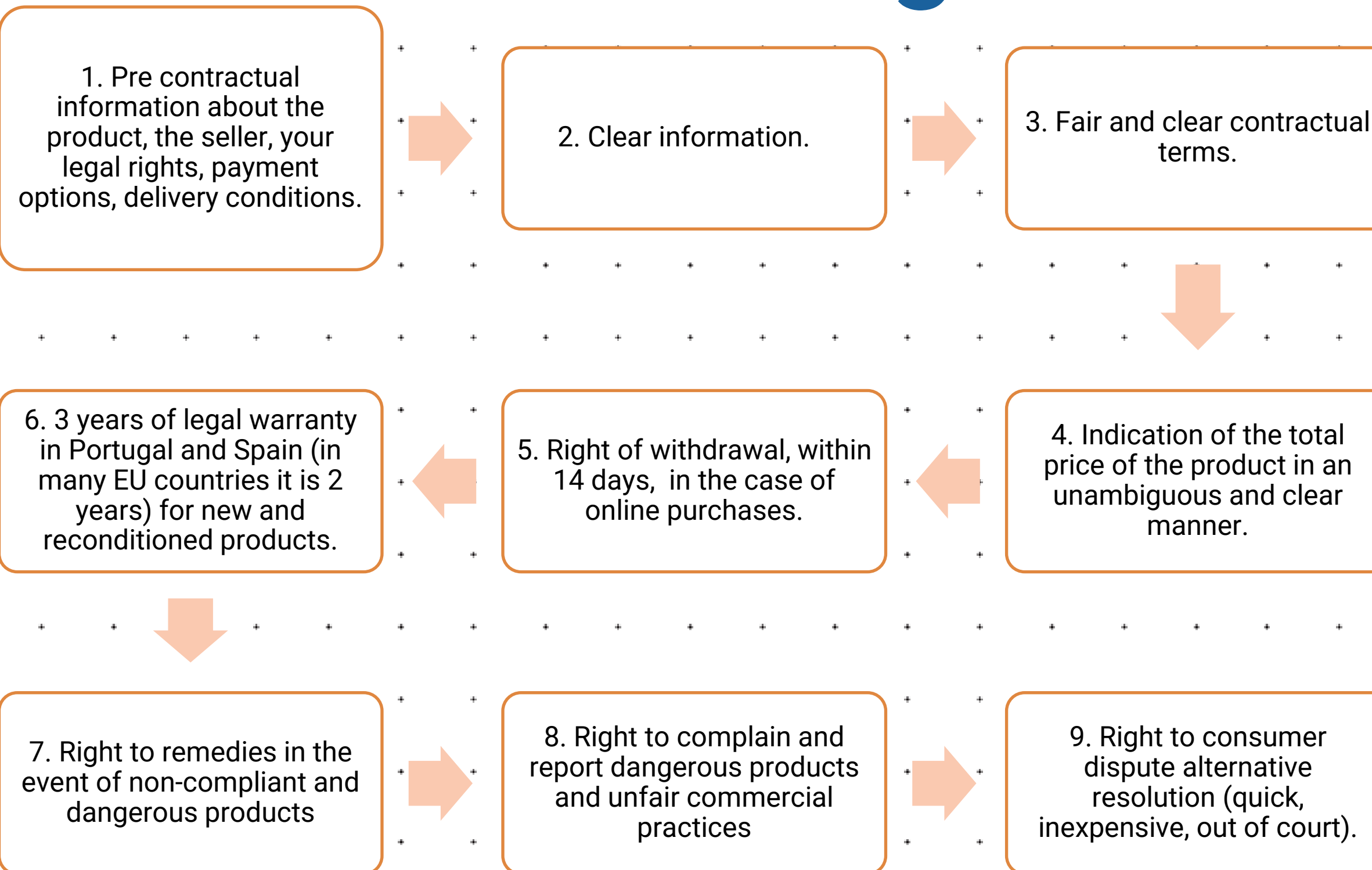
Fake websites, unauthorized shops, and insecure payments are warning signs.

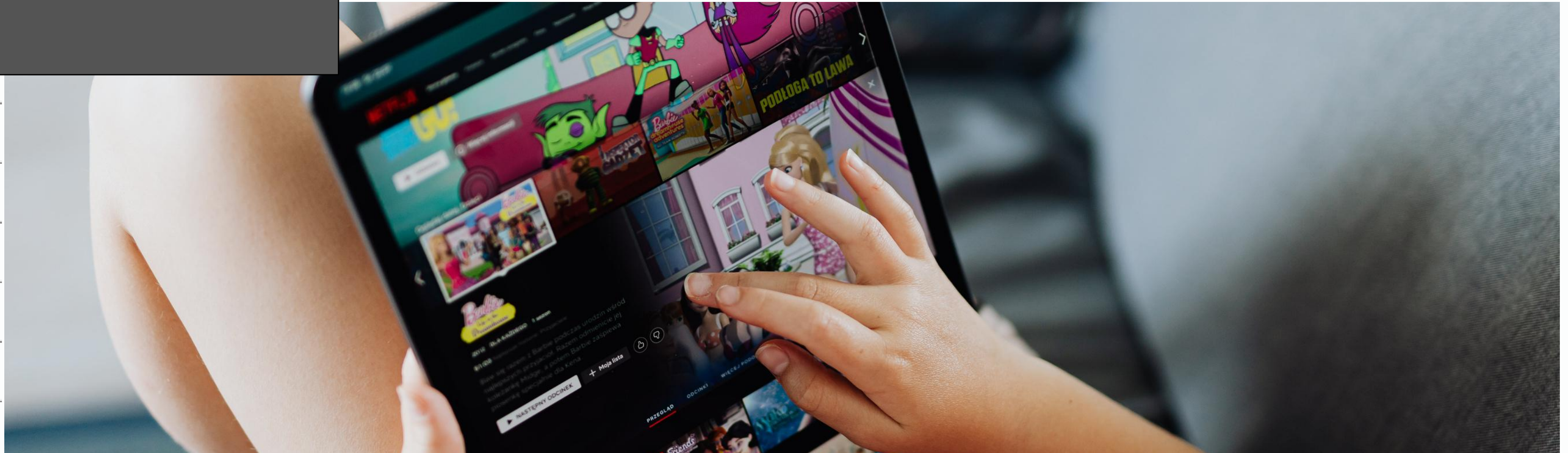


**What are your rights when you
purchase a product?**



Consumer rights



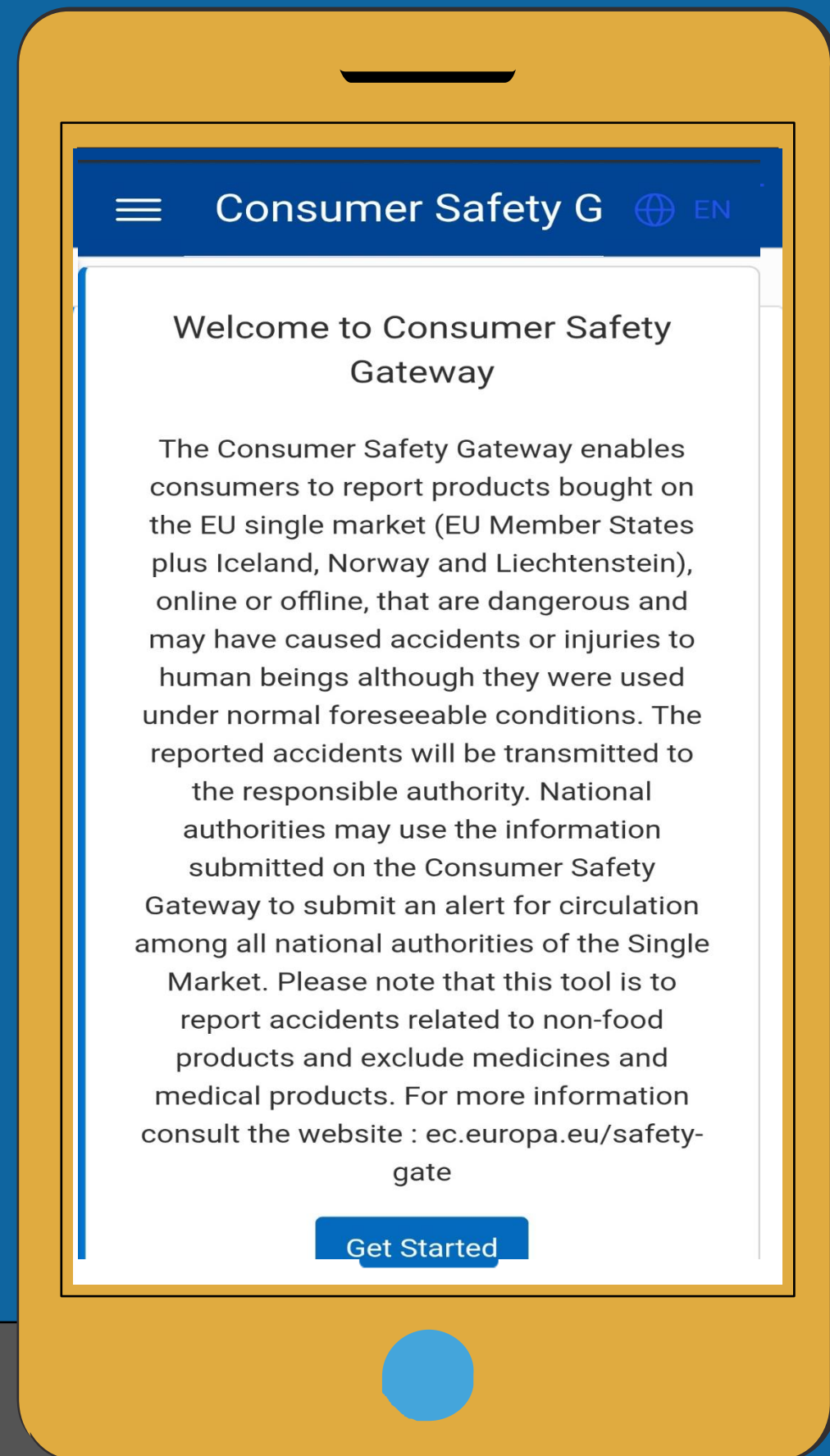


What to do in the case of dangerous products



Dangerous products, what to do?

- ✓ stop using it immediately
- ✓ contact the seller or manufacturer to report the problem
- ✓ report the product on Safety Gateway
- ✓ complain and report it to the relevant authorities
- ✓ try to return the product and get a refund or other compensation (repair, new product)



SAFETY GATEWAY

webgate.ec.europa.eu/consumer-safety-gateway



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