



# Product Safety FAQs

## What usually happens when a business discovers it is selling an unsafe product?

Usually most businesses are very quick to tell their customers that there is a problem with a product. They advertise in newspapers, on websites and sometimes in shops or on radio and explain the problem with the product and what you can do if you have purchased the product.

The business will usually recall the product and either refund the consumer or fix the problem at no cost to the consumer. This is called a voluntary recall.



New Zealand

## What would happen if the business doesn't want to take responsibility for selling an unsafe product?

The government can issue a ban that prevents the goods from being sold in New Zealand. Businesses found selling banned goods could be fined up to \$200,000.



Europe

## Are there banned goods?

Banned goods are pistol crossbows without safety catches, candles with lead wicks, and some rubber hot water bottles.



United Kingdom

## What can the government do to help prevent or reduce the risk of injury to consumers?

The Ministry of Consumer Affairs can recommend that a product safety standard be introduced for certain products. Product safety standards are designed to prevent or reduce the risk of injury when goods are used properly.

Currently there are six product safety standards around:

- children's toys for under three's
- children's nightwear
- pedal bicycles
- household cots
- cigarette lighters
- baby walkers.

To be sold in New Zealand, these products must meet a required safety standard. If they meet the standard, they do not have to carry the certification marks (but some do anyway).



Australia

## Are there other ways we can tell that particular products are safe to use?

Some other products have been through some processes that make sure they are safe if they are used properly. These processes will have occurred in the country the product was made in, so products have a range of safety certification marks.

Some products sold in New Zealand may carry certification marks for:

- endorsements provided (at a fee) by a private company (eg, the New Zealand "S" Mark)
- overseas standards eg, the Australian Standards, the "CE" from Europe, the UK kite mark.

