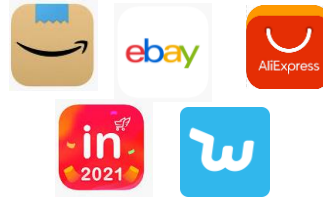


ICRT survey: Product safety on online marketplaces

250

Number of products tested



Marketplaces



108

products for children

60

Small electrical devices

82

Miscellaneous (cosmetics, balloons, jewelry, ...)



TEST aANKOOP

Forbrugerrådet Tænk

ALTROCONSUMO

consumentenbond

Which?

Stiftung Warentest

Collaboration



FROM: January 2019

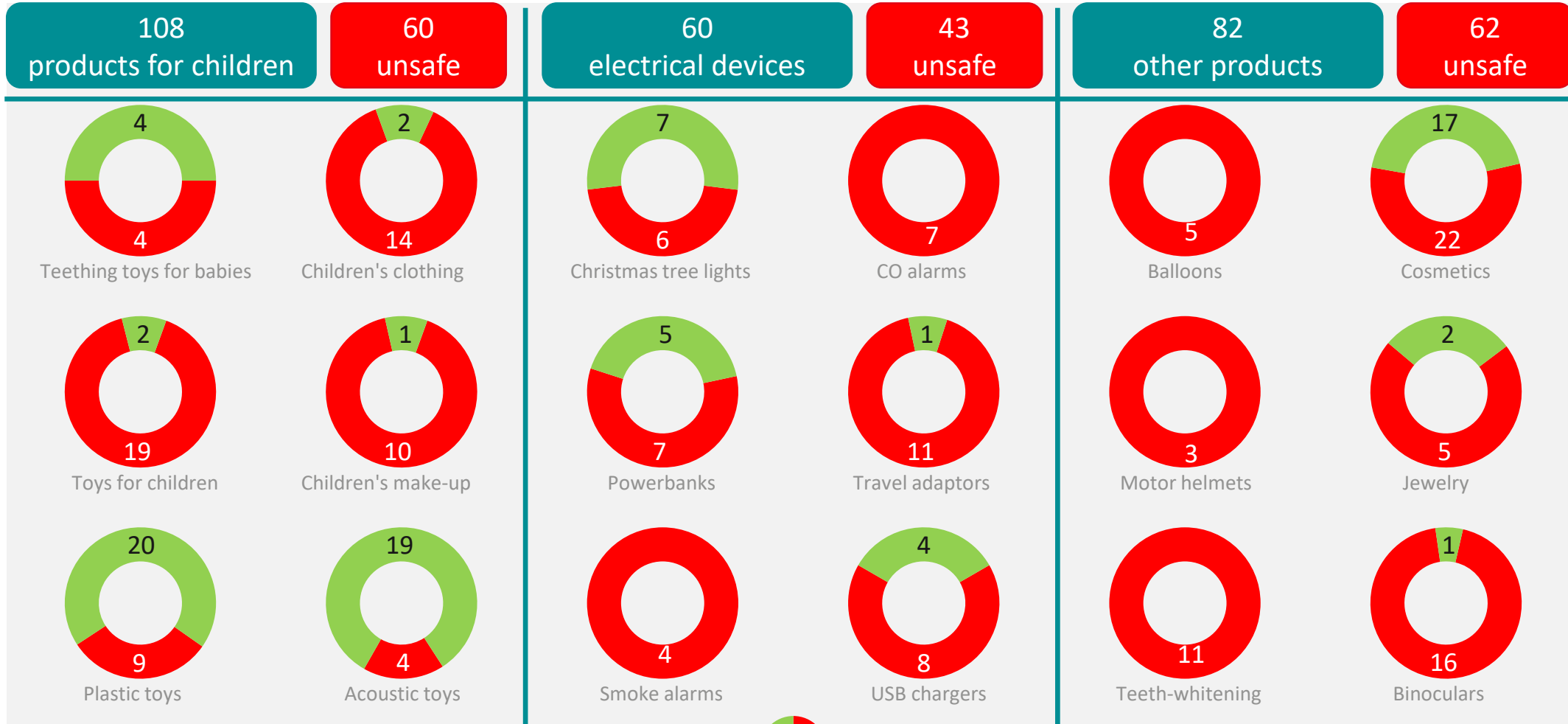
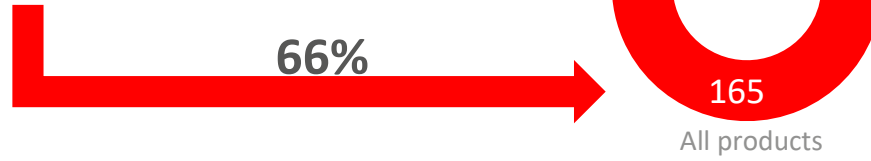
UNTIL: January 2020

Testing period



Product categories

Problem 1: A high number of non-compliant products



Products that did comply with EU rules —  — Products that did **not** comply with EU rules

Reasons for failure: examples

Bad design



Powerbank –
Amazon.co.uk

Serious electrical safety failings
e.g. no thermal protection



Trousers –
Wish.com

Too long cords



Smoke alarm –
eBay

Did not detect smoke

Unwanted chemicals



Bracelet –
Wish.com

Too high amount of cadmium
(38%: about 4000 x above limit)



Fortnite puppets –
Amazon.com

Too high amount of phthalates
(DEHP: 4,9%, DIDP 0,19%, DINP: 3,1%)



Teeth-whitening
product -
LightInTheBox

Too high hydrogen peroxide
concentration (1,6%: 16x above limit)

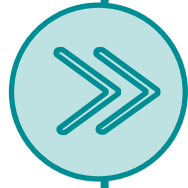
Missing or unclear information



INCI in Chinese,
no manufacturer info

Children's make-up –
AliExpress

Problem 2: Regulatory shortcomings



Marketplaces do not always take appropriate action



Reported unsafe products are not taken offline or they reappear

Often a point of contact is simply missing



Unsafe products cannot be reported and stay online



Responsibility for marketplaces is unclear and/or too limited

Marketplaces do not check their sellers thoroughly enough



Greater chance of unsafe products going on sale

Manufacturers and/or sellers are often not identifiable



Consumers do not know who they are dealing with

