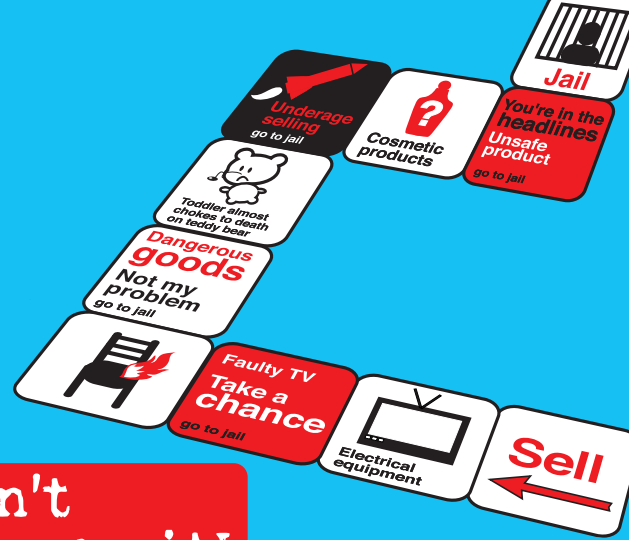




Don't chance it!



Don't chance it!

a guide to supplying safe goods
Advice and information for businesses



Selling

go to jail

Cosmetic products

product
go to jail

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Underage selling
go to jail

Cosmetic products

You're in the headlines
Unsafe product
go to jail

Toddler almost chokes to death on teddy bear

Dangerous goods

Not my problem



Steps you can take to avoid committing an offence

Nearly everyone who commits an offence under consumer protection laws does not intend to commit the offence. Genuine efforts made to keep to the law are recognised.

These genuine efforts are known as 'due diligence' and are when you and your business take all reasonable precautions or steps to avoid committing the offence. In general, this involves:

- setting up a system to make sure you keep to the law;
- making sure this system is used correctly; and
- identifying failures in this system and changing the system to deal with these.

There is no legal guidance on what is considered reasonable – in the end it will be decided by the courts. However, you should do the following:

- Be aware of the law that is relevant to you and your business.
- Draw up written procedures for everything your business carries out. For example, draw up specifications for:
 - materials and parts your business will use;
 - staff training and experience;
 - suitable premises and equipment;
 - testing some samples of the product; and
 - packaging and labelling.
- Include procedures for putting things right if they are wrong.
- Make sure your procedures are appropriate to the size of your business and its position in the supply chain. For example, a manufacturer will be expected to put in place more thorough systems and checks than small shops.
- Keep records of the checks you carry out.
- Regularly review procedures and amend them if necessary.
- Do not rely on information from others – carry out your own checks whenever possible.

You must take positive action – doing nothing is not a defence.

About us

We are the Environmental Health Department. We carry out a range of activities aimed at protecting customers and helping businesses meet their legal obligations.

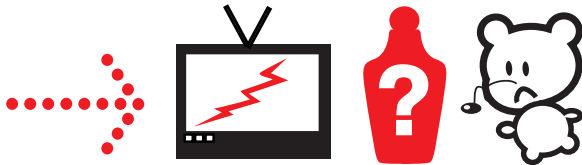
We visit premises:

- when we have planned to;
- when we receive complaints;
- as a reaction to an investigation; or
- when you have asked us for advice.

We will speak to you and try to help you but, occasionally, we will make anonymous visits to your business and will only make ourselves known if we find products that are not safe.

We :

- inspect products to check they are safe;
- sample and test products;
- investigate complaints about dangerous products;
- give you advice on how to make sure you supply safe products;
- give you advice on how to avoid selling tobacco and cigarette lighter refills to people who are not old enough to buy them;
- carry out checks to make sure you are not selling products to people who are not old enough to buy them;
- check that products used in building meet legal standards;
- work closely with other councils to share information and be consistent; and
- if necessary, take legal action to make sure you keep to the laws on customer safety.



Action we can take to enforce the law

Although we give you advice and try to solve problems by making agreements with you, we can take action to make sure products are safe and are only sold to people who are old enough to buy them.

We can take the following action.

- Test products to assess whether they meet the safety standards and are only sold to people who are old enough to buy them.
- Enter your premises and inspect products.
- Examine and take copies of procedures connected with producing goods (for example, records of any quality checks).
- Take and keep your products.
- Apply to the courts for 'forfeiture of products.' This could mean that you no longer own the products.
- Serve a suspension notice forbidding you to supply goods for a limited period.
- Demand that you mark goods with a warning, or send out warnings to people who have already bought the goods, to make sure people use the goods safely.
- Serve withdrawal notices to stop you supplying goods.
- Order or arrange dangerous goods to be recalled.
- Take legal action against you for:
 - supplying products that do not meet safety standards;
 - not selling goods in line with age restrictions; or
 - not following notices (such as a suspension notice, which forbids you to supply goods for a limited period).

Frequently asked questions

Which products are covered by safety laws?

If you supply new or second hand products to customers, they must be safe. Some goods are covered by specific safety laws, such as toys and electrical products, and goods that are not covered by those laws must meet general requirements.

What is 'safe'?

A product is safe if it carries no risk (or almost no risk) to consumers when they use the product in a normal way.

You should take account of the following.

- How the product is made up, the packaging, the instructions for putting it together and maintaining it.
- The effect it will have on other products it is likely to be used with.
- How the product, its labels, its instructions and any other information provided for customers is presented.
- People who may be harmed when using the product, particularly children.

Relevant European or British Standards may be taken into account when assessing the safety of a product.

What must I do to make sure the products I supply are safe?

There are specific duties you must carry out as a **producer** or **distributor**. If you sell goods to the public you will probably be classed as a distributor. Producers include manufacturers and anyone who repairs or reconditions goods or whose activities may affect the safety of the product.

Producers must take steps to:

- make sure the products they supply are safe;
- give customers relevant information and warnings; and
- keep themselves informed about the risks.

These steps should include:

- using batch numbers or other ways of tracing goods;
- sampling and testing products;
- investigating safety complaints; and
- telling others in the supply chain the findings of the sampling and testing.

Distributors must:

- co-operate with and carry out some monitoring (depending on the size of the business);
- pass on any information about the safety of goods to customers and producers; and
- co-operate in any action to avoid safety risks.

The Department of Trade and Industry has produced a detailed guidance booklet about the General Product Safety Regulations. If you would like to see this, go to www.dti.gov.uk, or contact us for a free copy.

What are the requirements for selling upholstered furniture?

What is 'upholstered furniture'?

'Upholstered furniture' includes, but is not limited to, the following items.

- Sofas
- Beds and mattresses
- Cushions
- Loose covers and stretch covers
- Nursery furniture – cots, high chairs and so on
- Garden furniture with soft covering if it is suitable for use indoors
- Furniture in caravans

The following items are **not** covered:

- Sleeping bags
- Duvs and bedding
- Curtains
- Furniture made before 1950



Upholstered furniture that has been reupholstered or refilled since 1988 must meet fully the current legal requirements regardless of when the furniture was originally made. It is an offence to supply such furniture without a permanent label. Examples of permanent labels are as follows.

Example of a label giving full information

CARELESSNESS CAUSES FIRE ← **A** The warning

A N Other Ltd. AB1 2XY ← **B** Name and postcode of the first supplier in the United Kingdom

AB 1234 ← **C** Batch number or identification number

1 March 2000 ← **D** Date the product was manufactured or imported

This article contains CM Foam which passes the specified test. All upholstery is cigarette resistant. ← **E** Description of materials used in the filling

All cover fabric is cotton and is match resistant. ← **F** Description of materials used for the covers

This article does not include a Schedule 3 interliner. ← **G** Whether or not the article includes a fire-resistant interliner (An interliner is a fabric inside the furniture, between the cover and padding, which has been treated with chemicals to make the furniture less able to catch fire.)

Example of a shorter label

CARELESSNESS CAUSES FIRE ← **A** The warning

Batch/ID No DIF 1234 ← **B** Batch number or identification number

To comply with The Furniture and Furnishings (Fire) (Safety) Regulations:
This article does not include a Schedule 3 interliner. ← **C** Whether or not the article includes a fire-resistant interliner (An interliner is a fabric inside the furniture, between the cover and padding, which has been treated with chemicals to make the furniture less able to catch fire.)

All foams, fillings, and composites have been tested to ensure compliance with the relevant ignitability test. All covers and fillings have been tested to ensure they are cigarette resistant. All covers have been tested to ensure they are match resistant. ← **D** Summary of the measures taken by the manufacturer, to make sure the product meets the regulations

Further details are available from your retailer.

What types of furniture do the requirements apply to?

New and **second-hand upholstered** furniture supplied by a business must meet certain fire-safety requirements.

What are the fire-safety requirements?

- All furniture must pass the **cigarette test**.
- Filling materials must be **fire resistant**.
- Covers must pass the **match test**.

The Department of Trade and Industry has produced detailed guidance notes about furniture safety regulations with examples of the labels you should look for. If you would like to see this information, go to www.dti.gov.uk, or contact us.

A copy of the Furniture and Furnishings (Fire) (Safety) Regulations 1988 is also available for you to download from the Office of Public Sector Information website. If you would like to see this, go to www.opsi.gov.uk You can also buy a copy from The Stationery Office (TSO), Arthur Street, Belfast.

How can I tell if furniture meets the conditions?

All furniture that meets the conditions must be labelled with display labels and permanent labels. There are three types of display label to use depending on the circumstances. If you are selling upholstered furniture direct to the public, it is your responsibility to make sure the furniture is labelled with the correct display labels. The permanent label is headed 'Carelessness causes fire' (mattresses have a label stating that the mattress meets BS 7177). If a piece of furniture has a permanent label in red letters, it does not meet the requirements, as these labels were used before the current laws came into force.

If you give a piece of furniture away, this is still classed as supply and you must make sure it meets the requirements above.

Examples of display labels:



How can I tell if second-hand furniture meets the requirements?

All furniture that meets the conditions must be labelled when it is new. It must have a permanent label headed 'Carelessness causes fire' (mattresses have a label stating that the mattress meets BS 7177). If a piece of furniture has a permanent label in red letters, it does not meet the requirements, as these labels were used before the current laws came into force.

You should get expert advice before selling any second-hand furniture that does not have the correct permanent label.

You can get useful information and advice from the following:

The British Furniture Manufacturers
30 Harcourt Street
London
W1H 4AA
Phone: 020 7724 0851

The Association of Master Upholsterers and Soft Furnishings
102A Commercial Street
Newport
South Wales
NP20 1LU
Phone: 016 3321 5454
Website: www.upholsterers.co.uk

The Furniture Industry Research Association FIRA International
Maxwell Road
Stevenage
Hertfordshire
SG1 2EW
England
Phone: 014 3877 7700
Website: www.fira.co.uk

Does furniture containing glass have to meet any special requirements?

There are no requirements specifically for glass in furniture. However, the law says that all goods must be safe, so it is your responsibility to make sure all the furniture you supply is safe. The best way to do this is to make sure the furniture meets the relevant standard BS 7449:1991 which covers glass in furniture or BS 7376:2004 which covers glass in tables and trolleys.

If you make furniture containing glass you should get a copy of the standard from:

BSI
389 Chiswick High Road
London
W4 4AL
Phone: 020 8996 7720

You should have your products tested against the standard.

What are the requirements of the standard?

The requirements include:

- how exposed edges must be smoothed or sloped;
- the size and strength of supports for shelves and table tops;
- the strength, security and stability of glass; and
- the labelling and warnings that are necessary.



How do I know if the furniture I have in stock is safe?

First, you should check all the items in stock for possible dangers and see if they are labelled with the standard numbers BS 7449 or BS 7376.

If you are still not sure, contact your supplier. Always use suppliers with a good reputation when you order new goods. Tell the supplier (preferably in writing) that goods must meet the standards and keep copies of invoices or other documents.



What should I do if I think the goods are dangerous?

You should immediately stop selling them and have them repaired or changed to meet the safety requirements or contact your supplier to ask them to make the changes.

You must not sell dangerous goods. If you do, you could be fined or given a prison sentence.

What are the safety requirements for electrical equipment?

Which products are affected?

The law applies to electrical equipment designed or adapted for use between 50 and 1000 volts ac (alternating current) or between 75 and 1500 volts dc (direct current).

Some parts of electrical equipment may have to meet the requirements if they are to be sold as separate items.

What are the requirements?

Electrical equipment must be:

- safe;
- made in line with the principles of good engineering practice;
- marked with the CE symbol; and
- produced and sold with the European Community safety objectives, which include:
 - having a brand name or trademark;
 - instructions for using the product safely; and
 - being able to put the product together safely and properly.

What is 'safe'?

For a product to be safe, it must not put people or pets at risk of injury or death and it must not damage property.

To meet the safety requirements, you should follow the standards below.

Agreed European standards (known as 'harmonised standards') are the most important to follow, but if none exist for your product or if the current standards do not cover all the safety conditions, you should follow other standards such as international or national standards. If these standards still do not cover all the conditions, you should follow community technical specifications, accepted industry codes of practice or other expert opinion.

You can often get expert opinion from test houses. Some test houses have been acknowledged as experts under the regulations. They are known as 'notified bodies'. You can also get an opinion from test houses approved by the National Accreditation of Measurement and Sampling (NAMAS).

For more guidance, go to www.dti.gov.uk or contact:

The Department of Trade and Industry

Response Centre
1 Victoria Street
London
SW1H 0ET
Phone: 020 7215 5000.

Or, you can contact us.

Are there any other requirements for specific products?

Yes. Electrical equipment will also have to meet the following requirements.

- Compatibility with other electrical products - equipment must be made so that it does not affect how other electrical products work and is not affected by other electrical products.

You can get guidance on the regulations from www.dti.gov.uk or you can ask us for a copy.

- Plugs and sockets – most household electrical appliances should be fitted with a standard three-pin plug before they are sold. The plug must be certified by an independent organisation as meeting British Standard BS1363. There are some exceptions to this, for example, electric cookers are designed to be permanently connected to the main wiring in a house.

You can sell items fitted with a plug from outside the UK (for example, a two-pin Euro plug) as long as they have been fitted with an approved three-pin conversion plug which must enclose the original plug and can only be removed with a tool.

- Toys – if the electrical equipment is also a toy, it must have a CE mark to show it meets the electrical equipment and the toy safety requirements.

You can see guidance on the regulations at www.dti.gov.uk or you can ask us for a copy.

What safety requirements are there when selling second-hand electrical equipment?

All electrical equipment you supply must be **safe**.

For a product to be safe it must not put people or pets at risk of injury or death and it must not damage property. This generally means that equipment should be made in line with good practice by meeting harmonised European standards, international standards or national standards, or, if no standard exists, the item should have been independently tested for safety. Equipment should be properly insulated and earthed to protect against electric shock.

You should have second-hand equipment checked to make sure it is not damaged or dangerous.

You should provide all necessary instructions for using the product safely and maintaining it.

Electric fires should be fitted with a guard to stop people and animals touching the elements.

The Department of Trade and Industry has produced a detailed guidance booklet on the UK regulations on electrical equipment. If you would like to see this information, go to www.dti.gov.uk or contact us for a copy.

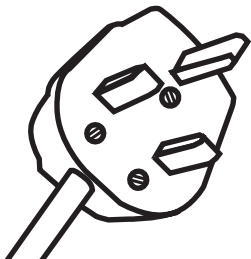
Can I sell items with red, black and green wires in the cable?

No. These are no longer allowed, and the flex must be changed by a competent electrician. The wires must be the following colours:

-  Earth - green and yellow
-  Neutral - blue
-  Live - brown

Can I sell equipment without a plug?

No. All household appliances must now be fitted with an approved plug. Standard three-pin plugs must be approved by the Association of Short-circuit Testing Authorities British Electrical Approvals Board (ASTA BEAB) or British Standards Institute (BSI) and this should be marked on the plug. The live and neutral pins should be coated with plastic.



What are the legal requirements for selling toys?

Which products are classed as toys?

A toy is any product that is designed or clearly intended for a child under 14 years of age to use.

What are the general safety requirements for toys?

The essential safety requirements for new and second-hand toys are to protect the person using the toy and anybody else from injury or damage to their health, bearing in mind children's behaviour. Toys should meet British Standard 5665 (EN71), and they must not:

- be flammable (easily set on fire);
- have small parts which can be taken off easily and which the child may choke on, for example, eyes or buttons (toys which have small parts and are not suitable for children under three must carry an age suitability and danger warning);
- have sharp edges or points or anything that children could get their fingers trapped in; or
- contain poisonous substances or poisonous paint.

Are there any labelling requirements?

All new toys that you sell must be marked with:

- the name and address of the manufacturer or importer (if they are made in a country outside the European Community); and
- the CE mark.

These marks must be on the toy or its packaging and be permanent and easy to read.

On small toys these marks may be on:

- a label attached to the toy;
- a leaflet that comes with the toy; or
- the toys' display box.



Do certain toys need warnings or instructions?

Yes. Some toys must come with warnings and instructions about precautions that need to be taken for the toy to be used safely. These include:

- statements on toys that are not suitable for children under three years old and the reason why, for example, a danger of choking;
- instructions for putting the toy together correctly and using it properly (for example, swings and slides);
- labels to tell the customer if children need to be supervised by an adult when they are playing with a toy, or if the toy should only be used by children over a certain age;
- warnings on toys such as skateboards or skates which need the person to have protective equipment; and
- warnings on toys for use in the water, such as inflatable rings.

The Department of Trade and Industry has produced detailed guidance notes on the UK regulations for toy safety. If you would like to see these notes, go to www.dti.gov.uk or, contact us for a copy.

What are the legal requirements for second-hand prams and pushchairs?

All prams and pushchairs (new or second hand) must meet BS 7409. There should be a permanent label stating that the item meets the standard.

You should make sure that the items you sell:

- are well built and stable;
- have brakes that work and folding mechanisms which do not put the person using them at risk of injury;
- have a safety harness fitted;
- have no sharp edges, points or parts people could get their fingers trapped in; and
- have a label headed 'Carelessness causes fire' showing that the fabric meets fire-safety requirements.

As with all second-hand items, you should provide any necessary instructions on using and maintaining the product.



What are the general safety requirements for nightwear?

Children's nightwear must be treated for fire safety in line with BS 5722.

Other nightwear must have a label to show whether it meets the fire-safety requirements or not.

Children's nightwear is:

- nightdresses, if the chest measurement is less than 91 centimetres - or the length is less than 122 centimetres; and
- dressing gowns and bathrobes (not terry-towelling), if the chest measurement is less than 97 centimetres or the sleeve measurement is less than 69 centimetres.

Pyjamas and babies' clothes are not classed as children's nightwear.

What should the label say?

Children's nightwear does not have to be labelled. However, some clothing will have a label which states it meets BS 5722.

Other nightwear (adults' nightwear, pyjamas, babies' nightwear, terry-towelling, bathrobes and so on) should be labelled as follows:

- Nightwear that does not meet fire-safety requirements - 'Keep away from fire'
- Nightwear that does meet the fire-safety requirements - 'Low flammability to BS 5722'

or:

'LOW FLAMMABILITY TO BS5722'

'KEEP AWAY FROM FIRE'

Nightwear treated with flame-resistant chemicals must also have the following label.

- 'Do not wash at more than 50°C. Check suitability of washing agent.'



Where should the label be?

The label should be on the inside neck of the garment, next to the size label or on the size label.

The Department of Trade and Industry has produced a detailed guide to the Nightwear (Safety) Regulations. If you would like to access this guide, go to www.dti.gov.uk or contact us for a copy.

What are the legal requirements for selling children's clothes with hood cords?

Children's outer clothing, for example, coats and jumpers, which measures 44 centimetres or less across the chest when fastened and laid flat **must not** have a hood which is designed to be secured by a cord which passes through the fabric. If such clothing does have a hood cord, it must be secured so that it cannot be pulled through - usually with a line of stitching.



What are the main legal requirements for gas cookers?

If you sell or supply new or second-hand gas cookers:

- they must not have any gas leaks;
- they must have a door which is properly sealed so that no harmful gases produced by burning, (for example, carbon monoxide) can escape;
- if the cookers have an ignition switch, these must be working (or removed if not working);
- the flames must be steady and stable;
- they must not release carbon monoxide at a rate likely to cause injury or death;
- if the cookers are fitted with a shut-off device which turns off the gas if the flame accidentally goes out, these must be working;
- they must not give out a level of heat which is likely to be a fire risk or injure someone;
- if they have glass parts, these should be toughened glass;
- they must not have any sharp edges;
- they must be stable (not tip when a 15-kilogram load is put on the centre of the opened oven door, when the grill door is also open);
- if the cookers have pan supports, these should make sure that pans are stable and do not tip over;
- they must have 'push and turn' (or similar) knobs so that they cannot be turned accidentally;
- they must be safe if the gas supply is reduced or fails;
- they must have instructions on how to fit, use and maintain them;
- they must have labels showing which taps are for which burners and showing their on/off and high/low positions;
- if the cookers have a shutdown lid, they must have warnings not to close the lid when the gas is on (if they are not fitted with an automatic shut-off device); and
- they must be marked with the name of the manufacturer.

When you sell a gas cooker to a customer you must tell them that any gas appliances should only be installed by a fitter registered with the Council of Registered Gas Installers (CORGI). You can get more information on CORGI-registered fitters from:

CORGI

1 Elmwood, Chineham Park, Crockford Lane, Basingstoke, Hampshire, RG24 8WG.
Phone: 087 0401 2200



If you sell second-hand cookers, you (or someone able to do so) should check each one thoroughly, using the following checklist as a guide:

Gas cookers - checklist

Name of dealer:
Address:
Date:
Name of tester:
Make and model:



Item checked	Yes	No	Comments
1 Are there any gas leaks?			
2 Is the door properly sealed?			
3 Is the ignition working?			
4 Is the flame stable?			
5 Is carbon monoxide being released?			
6 Is the flame cut-off device working?			
7 Is the cut-off device for the shutdown lid working (if the cooker has one)?			
8 Are the surface temperatures acceptable?			
9 Are the temperatures of walls and floors next to the cooker acceptable?			
10 Is the safety glass toughened?			
11 Are there any sharp edges?			
12 Is the cooker stable?			
13 Are the pan supports stable?			
14 Do the knobs work properly?			
15 Is the cooker safe if the gas supply is reduced or fails?			
16 Are there instructions available?			
17 Do the knobs have control markings?			
18 If the cooker has a shutdown lid fitted, does it have a warning?			
19 Does the cooker have the manufacturer's name on it?			

What are the requirements for selling safe second-hand (partly-worn) tyres?

How do I know if a partly-worn tyre is safe?

By law, all partly-worn tyres must meet a standard. Tyres are vital to road safety and **must not** have:

- any lump, bulge or tear, on the inside or outside of the tyre, caused by its structure separating;
- any ply or cord exposed on the inside or outside of the tyre;
- any cut on the inside of the tyre over 25 millimetres or 10% of the width of the tyre, whichever is the greater. The cut must not be deep enough to reach the ply or cord.

They tyres should be in such a **condition** that:

- the base of any groove that showed in the original tread pattern of the tyre is clearly visible; and
- the grooves of the original tread pattern of the tyre must be at least 2 millimetres deep across the full width of the tread and around the entire outside of the tyre.

It is illegal to sell tyres that are dangerous. If you have tyres on your premises that are not safe to sell, you should make sure they are stored well away from other tyres or marked 'not for sale'.

Do partly-worn tyres have to be marked to show that they are partly-worn?

Yes. Partly-worn tyres (except tyres that have had the tread replaced and which were first sold before January 2004) should have a European Community approval mark (for example, E11) and a speed and load capacity index (for example, 76 S), moulded into the side wall when they are made.

As well as these usual markings, all partly-worn tyres must be marked '**PART-WORN**' in upper-case letters at least 4 millimetres high.

This wording must be permanently applied to the tyre, and people must be able to read it. You must not do this by branding or cutting the letters into the tyre.

Rubber labels can be permanently fixed to the tyre if they are 'cold vulcanised' to the tyre. There are different ways of doing this.



What are the marking requirements for retreads?

Partly-worn retreaded tyres first sold during 2003 must have either BS AU 144b, 144c, 144d or 144e markings on the side wall or an EC approval mark. For tyres marked 144e, a speed and load capacity index should be present.

Partly-worn retreaded tyres first sold after January 2004 must have an EC approval mark. A tyre has to meet all the requirements shown above, whether or not it is fitted to a wheel rim.

It is best to thoroughly inspect any tyre before fitting it to a wheel. You should also inspect the tyre after you have fitted it and inflated it to the highest operating pressure. Tyres which are sold unfitted will need to be inspected with particular care as it is an offence to supply tyres with the faults listed on page 20 even if these faults can only be seen when the tyre is inflated.

Are there safety standards for tyres that have been repaired?

Yes. If a tyre has been repaired, it must have been properly repaired.

Any tyre that has been repaired should be inspected very carefully. Repairs need to meet BS AU 159e 1990 - Repairs to Tyres on the Public Highway. If you are not qualified to judge a repair, we suggest you get rid of the tyre.

If you would like more information on tyre safety, the Department of Transport's website covers this and other areas relating to road safety. To access their website, go to www.thinkroadsafety.gov.uk

You can get more information from:

The British Rubber Manufacturers' Association and the Tyre Industry Council

6 Bath Place
Rivington Street
London
EC2A 3JE
Phone: 020 7457 5040

Or, you can contact us.



What are the legal requirements for selling cosmetics?

What products are classed as cosmetics?

A cosmetic is any substance that is intended to come into direct contact with the skin, hair, nails, lips or teeth to clean them, perfume them, protect them, change their appearance, keep them in good condition or treat body odour (unless the products are used to treat disease).

Aromatherapy products may be classed as cosmetics if they are supposed to be used for a cosmetic purpose as described above. If they are mixed and applied or sold by an aromatherapy practitioner, they may be classed as a herbal remedy and are regulated by the **Medicines and Healthcare products Regulatory Agency (MHRA)**. If they are not a cosmetic or a medicine, they must still meet the general product safety requirements.

You can contact the MHRA at:

Medicines and Healthcare products Regulatory Agency (MHRA) Information Centre

10-2 Market Towers, 1 Nine Elms Lane, London, SW8 5NQ.

Phone: 020 7084 2000

What are the main requirements for cosmetic products?

You must not supply cosmetics that could damage someone's health when they are used in a normal or reasonable way.

Cosmetic products must be labelled with certain information.

Cosmetic products made after 30 June 2000 must not be tested on animals.

How should cosmetic products be labelled?

The following information must be clearly labelled in English on the packaging or container or, if sold 'loose' on a leaflet given to the customer. The label must:

- list the cosmetic ingredients in order of weight, starting with the heaviest;
- give the name and address of the manufacturer;
- give a 'best before' date (if needed);
- show any restrictions or precautions for using the product;
- give a batch number; and
- describe what the product is for (if it is not obvious).

The Department of Trade and Industry has produced a guide to the Cosmetic Products (Safety) Regulations 2004. If you would like to see this guide, go to www.dti.gov.uk or contact us. The Cosmetic, Toiletry and Perfumery Association's website contains a detailed section on cosmetic regulations. To see this information, go to www.ctpa.org.uk.

Or you can contact them at:

The Cosmetic Toiletry and Perfumery Association (CTPA) Limited

Josaron House
5/7 John Princes Street
London
W1G 0JN
Phone: 020 7491 8891

Which products have age restrictions?

Tobacco

Tobacco and tobacco products cannot be legally sold to people under 16 years old.

You must display a notice stating 'It is illegal to sell tobacco products to anyone under the age of 16.'

Cigarette lighter refills

Cigarette lighter refills cannot be legally sold to anyone under 18 years old.

You can get more information from us.

There are also a number of other products that have age restrictions on them, for example:

- knives;
- alcohol; and
- lottery tickets.

You can get more guidance on these items from your local Trading Standards Department.



Useful contacts and sources of information

Office of Fair Trading Fleetbank House

2-6 Salisbury Square
London EC4Y 8JX
Phone: 020 7211 8000
Website: www.oft.gov.uk/Business

Department of Trade and Industry Response Centre

1 Victoria Street
London SW1H 0ET
Phone: 020 7215 5000
Website: www.dti.gov.uk

Local Authorities Coordinators of Regulatory Services

Local Government House
Smith Square
London SW1P 3HZ
Phone: 020 7665 3888
Website: www.lacors.gov.uk

United Kingdom Accreditation Services

21-47 High Street
Feltham
Middlesex TW13 4UN
Phone: 020 8917 8400
Website: www.ukas.org

Invest Northern Ireland

Bedford Square
Bedford Street
Belfast BT2 7EH
Phone: 0800 027 0639
Website: www.investni.com

Office of the Director of Consumer Affairs (ODCA)

4 Harcourt Road
Dublin 2 Ireland
Phone: 00 353 1402 5500
Website: www.odca.ie

Trading Standards

176 Newtownbreda Road
Belfast BT4 1AB
Phone: 028 9025 3900
Website: www.tssni.gov.uk

British Toy and Hobby Association

80 Camberwell Road
London SE5 0EG
Phone: 020 7701 7271
Website: www.btha.co.uk

The Association of Master Upholsterers and Soft Furnishers

102A Commercial Street
Newport
South Wales NP20 1LU
Phone: 016 3321 5454
Website: www.upholsterers.co.uk

The Furniture, Furnishings and Interiors National Training Organisation (FFINTO)

67 Wollaton Road
Beeston
Nottingham NG9 2NG
Phone: 011 5922 1200
Website: www.ffinto.org

British Furniture Manufacturers Association

30 Harcourt Street
London W1H 4AA
Phone: 020 7724 0851
Website: www.bfm.org.uk

The Stationery Office (TSO)

16 Arthur Street
Belfast BT1 4GD
Phone: 028 9023 8451
Website: www.tsoshop.co.uk

Office of Public Sector Information

Admiralty Arch
North Side
The Mall
London SW1A 2WH
Phone: 016 0372 3011
Website: www.opsi.gov.uk