

5 PRODUCT SAFETY TIPS WHEN YOU SHOP ONLINE

While price may be one of the first things we consider when shopping online, smart shoppers always look beyond that. Products that are not built to last or come with no clear usage instructions may end up costing you more in the long run. Find out how you can make better online purchasing decisions by asking the right questions.

CHECK FOR THE SAFETY MARK!

General household items such as electrical, electronic and gas appliances under Consumer Protection (Safety Requirements) Regulations need to carry the SAFETY Mark before they can be sold in Singapore.

Photos from online marketplaces may show limited product angles so when in doubt, always ask the seller if the product has been tested for safety and bears a SAFETY Mark.



ASK QUESTIONS!

If the product description, pictures or videos do not clearly explain its features and functionality, never hesitate to contact the seller for more details.



BUY FROM OFFICIAL STORES OR REPUTABLE ONLINE MARKETPLACES

Look for a seller that provides full product warranty by the manufacturer, customer service support and a return or exchange policy.



DO YOUR HOMEWORK

A quick search online can often help reveal products that have been recalled by the manufacturer or had its sale stopped by regulatory bodies over safety issues. In addition to price, check out past buyers' feedback, seller ratings and independent product reviews to thoroughly make sure no safety hazards or reliability issues exist.



IS IT DESIGNED FOR USE IN SINGAPORE?

When buying electrical appliances online, technical specifications printed on the packaging may not be shown on the product page. Always contact the seller to ensure that it comes with plugs and voltages that are suitable for use locally.

For the latest list of products that have been recalled in Singapore over safety concerns:

www.enterprisesg.gov.sg/safety-recalls

For more consumer tips:

www.enterprisesg.gov.sg/safety-tips

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