Office for Product
Safety & Standards

BUY SAFE
BE SAFE

Shopping safely on online marketplaces

Buying online can be a convenient way to find what you need.

With a few simple checks, you can shop more safely and feel more confident about your choices.

Before you buy

✅ Check the seller

Look at their name, location, and how long they've been selling on the marketplace.

✅ Read reviews carefully

Look for detailed reviews that mention product quality or safety, not just star ratings. It's also helpful to read some of the negative reviews.

✅ Check the product information

A reliable listing should include:

- clear descriptions of the product
- instructions or warnings, where relevant

✅ Look for recognised safety markings

Some types of products require safety markings such as:

- UKCA
- CE

✅ See if the product has been recalled

Sometimes products with safety issues are recalled. You can check this by searching 'product recalls' on **GOV.UK**.

✅ When your item arrives:

- check it matches the pictures and description online
- follow any instructions or safety guidance provided

If something doesn't seem right, stop and contact the seller or the marketplace.

For more information, visit <u>gov.uk/guidance/consumer-</u><u>product-safety-advice-for-</u><u>staying-safe</u> or scan the QR code: