

An online marketplace is a platform online that allows businesses or individuals to sell products online. The seller doesn't own the platform on which the items are being sold. This often means that the platform doesn't have responsibility for the items being sold.

There is currently no legal requirement for an online marketplace to check the safety of the products being sold on their site. So if you're buying online, you should do your own checks to make sure the products you're buying are safe.

## **Safety checks you can make**

Check the item conforms to UK and EU safety standards. Certain items sold in the UK, including toys, electrical and gas items, must be marked as meeting certain safety standards.

These markings include

- CE marking
- UKCA marking
- UKCA and CE marking
- UK and CE marking

You can do some additional checks to find out more about the online selling platform you are considering using.

- What type of selling platform is it? Does the platform allow other businesses or private sellers to use it? What countries are able to sell on the platform?
- How can you pay? Make sure you pay using secure payment methods and be wary of sellers that try to change details or payment methods once you've purchased.
- Does the platform have its own dispute resolution process? (Will they help to mediate disputes you have with a seller?)

Finding out about the platform in advance can help to give you an idea of how safe it is and how you can challenge a dispute if something goes wrong.

## Buying Toys

If you're buying toys, there are other checks you should do.

- Check if the item is a toy — There are many items that can look like toys or are advertised as toys but are not suitable for children.
- Check the age suitability for your child and the product you are considering buying — do the pictures of the child in the picture match the age warnings on the product?
- Know who owns the brand of toy or game — look for that name when searching an online marketplace, as well as on the packaging when you receive it.
- When the item arrives, check it over before you give it to a child. Check for faults, small detachable parts, access to the stuffing and loose or accessible batteries or magnets.

## Where to find more information

For consumer advice or to report a seller you are concerned about to Trading Standards, contact our consumer service helpline 0808 223 1133, Welsh-speaking adviser 0808 223 1144.

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then 0808 223 1133.

[www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/](http://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/)

The Office for Product Safety and Standards provides more product safety information when you are buying products.

[www.gov.uk/government/news/government-issues-online-sales-product-safety-message](http://www.gov.uk/government/news/government-issues-online-sales-product-safety-message)

The British Toy and Hobby Association provide more detailed information on purchasing toys safely. <https://toysafety.co.uk/>