**How do businesses know that the products they are selling are safe?**

* Commerce Commission – regulate products with mandatory standards [[Product Safety Standards](https://comcom.govt.nz/business/your-obligations-as-a-business/product-safety-standards)]
* There are also some products banned by an[unsafe goods notice](https://www.productsafety.govt.nz/for-businesses/making-sure-products-are-safe/unsafe-goods-notices/chainsaws-without-a-chain-brake)
* If you are are unsure, then you can check the Product Safety website [Making sure products are safe – Product Safety New Zealand](https://www.productsafety.govt.nz/for-businesses/making-sure-products-are-safe) and the [Commerce Commission website - Product safety and consumer information standards](https://comcom.govt.nz/consumers/product-safety-and-consumer-information-standards)

**What should business do when a customer complains about the safety of a product they are selling E.g. The kettle I bought has a frayed wire covering, but all other kettles are fine**

**(CGA obligations)**

* As it is an electrical product you should report this to Energy Safety [[Energy Safety Report and Unsafe Product](https://portal.worksafe.govt.nz/report-an-unsafe-product/)]
* [​​Product safety | Consumer Protection](https://www.consumerprotection.govt.nz/general-help/consumer-laws/product-safety#search:cHJvZHVjdCBzYWZldHk=)

**What should I do when a product I’ve sold is found\* to be not safe? \*by the manufacturer, a safety agency or my own investigation**

**(Obligations for conducting a recall)**

A product recall includes the following key steps

1. Notifying MBIE [[Fair Trading Act 1986 s31A(2)](https://www.legislation.govt.nz/act/public/1986/0121/latest/DLM5837727.html?search=ts_act%40bill%40regulation%40deemedreg_fair_resel_25_a&p=1)] about the recall using our online form and including information about what is wrong with the product, the risk it presents and what consumers, or owners should do. We can then assist with guidance in the conducting the recall.
2. Creating a Recall Notice and Notifying customers of the recall (through direct e.g. email and indirect e.g. instore posters, advertising channels)
3. Managing the return and refund of the recalled products and ensuring careful disposal of them

[Product recalls explained – Product Safety New Zealand](https://www.productsafety.govt.nz/for-businesses/product-recalls-information-for-businesses/product-recalls-explained)

**Other important information:**

* <https://www.productsafety.govt.nz/request-a-copy-of-nzs-iso-10377>