



Canadian Product Safety Pledge

For Consumer Products and Cosmetics


DETECTING AND PREVENTING THE SALE OF UNSAFE PRODUCTS

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1. Establish systems to keep aware of Recalled, Prohibited or Non-Compliant Products that are communicated by Health Canada.
 2. Implement measures aimed at proactively preventing the listing of Recalled, Prohibited or Non-Compliant Products.
 3. Conduct internal compliance verification projects or post-listing audits to assess if products listed in the Signatory's Online Marketplace are Recalled, Prohibited or Non-Compliant Products. Take swift action to remove from sale the Unsafe Products identified in the projects or audits.
 4. Implement measures aimed at identifying and sanctioning Third-party Sellers who repeatedly and intentionally sell Recalled, Prohibited or Non-Compliant Products in the Signatory's Online Marketplace.
 5. Evaluate and take appropriate action on Product issues identified by consumers through direct reports or online reviews when the issues relate to consumer health or safety risks.
 6. Regularly assess and explore new innovations, processes and systems to improve on all commitments of this Pledge.


CO-OPERATING WITH HEALTH CANADA

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7. Establish and provide a clear contact point(s) to be responsive to Health Canada.
 8. Remove a Recalled, Prohibited or Non-Compliant Product from sale within two business days of the dedicated contact point receiving information from Health Canada that the product is a Recalled, Prohibited or Non-Compliant Product.
 9. Provide Health Canada with the name and contact information of the Third-party Seller of a Recalled, Prohibited or Non-Compliant Product within 5 business days of the dedicated contact point receiving a request for this information from Health Canada.
 10. Assist Health Canada with obtaining a response from a Third-party Seller if the Third-party Seller is non-responsive to Health Canada's requests for information.

RAISING PRODUCT SAFETY AWARENESS AMONGST SELLERS

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11. Implement measures to facilitate Sellers' compliance to Canadian product safety laws.

EMPOWERING CONSUMERS ON PRODUCT SAFETY ISSUES

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12. Provide an accessible mechanism for consumers to report product concerns or issues related to health or safety to Health Canada and the Signatory.
 13. Inform consumers about Recalls on products they purchased in the Signatory's Online Marketplace.
 14. Maintain product listing systems which permit Third-party Sellers to provide clear and accurate product descriptions in their product listings. Publish the business name or username of the Third-party Seller of every third-party product offered for sale in the Signatory's Online Marketplace.