



Ministry of Commerce and Consumer Protection



**Safe Products,
Confident Consumers**

What does 'Safe Products' mean for you?

- It means peace of mind!

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Products you buy should be:

- **Tested & Certified:**
Meeting national and international safety standards
- **Clearly Labelled:**
With ingredients, warnings and usage instructions
- **Free from Harmful Substances:**
No hidden dangers in your everyday items
- **Designed for safety:**
Minimizing risks during normal use

YOUR ROLE AS A CONFIDENT CONSUMER

- **Read labels carefully:**
 - (a) Understand what you are buying
 - (b) Understand ingredients, proper usage and potential hazards.
- **Follow instructions:**
Use products as intended
- **Check for Recalls:**
Regularly check the Ministry's Website or news for product recalls for any item you have purchased
- **Report concerns:**
Something seems unsafe, report the matter to the Ministry
- **Research before you buy:**
Look for reviews and safety certifications

**KEY PRODUCT CATEGORIES
AND SAFETY TIPS**

TIPS

- **Toys**
 - (a) Look for age recommendations and warning signs
 - (b) Adhere strictly to age guidelines to prevent choking hazards or misuse.
- **Food & Beverages:**

Check expiry dates, ingredients, storage instructions, and allergen information.
- **Cosmetics & Personal Care:**

Read ingredient lists, patch test new products and watch for irritations.
- **Electrical Appliances:**
 - (a) Read manufacturer’s manual carefully before use
 - (b) Ensure they have proper wiring
 - (c) Check the Energy Efficiency Level
 - (d) Understand the warranty conditions & after sales service

- **Detergents**
 - (a) Safely use in well ventilated areas, and wear protective gear if needed.
 - (b) Keep hazardous items out of reach of children and pets, and
 - (c) store according to instructions.
- **Inspect Products before buying:**

Check for damage, loose parts, or signs of tampering, especially with food packaging or children’s items.
- **Gas Water Heaters**
 - (a) Install carbon monoxide detectors and gas exhaust pipes when using indoor gas water heaters in bathrooms
 - (b) Proper ventilation in bathrooms is crucial
 - (c) Ensure proper installation by a professional
- **Know when to Replace:**

If an appliance is consistently malfunctioning, making strange noises, or emitting smoke/sparks, it’s safer to replace it than considering repair or continued use.

- **Where to report concerns**

**The Consumer Affairs Unit,
Ministry of Commerce and
Consumer Protection
Sicom Tower,
Wall Street, Ebene**

Tel: 460 2500

Hotline: 185

WhatsApp Number: 59428888

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**Consumers
Know Your Rights**

**Act Confidently
Be Safe**