Form for the Notification of Unsafe Consumer Products to the Competition and Consumer Protection Commission (CCPC) by Authorities, Producers, Distributors, Retailers or Economic Operators.

Please send all relevant technical documentation, test reports, communications to consumers, etc to recalls@ccpc.ie along with this completed notification form.

# 1. GENERAL INFORMATION

|  |  |
| --- | --- |
| Name of company |  |
| Address |  |
| Contact information(Authorised person, email address and phone number) |  |
| What part(s) do you play within the supply chain? 1  | [ ]  Producer[ ]  Manufacturer[ ]  Importer[ ]  Distributor[ ]  Authorised representative[ ]  other, please include an explanation of your role |
| Date of Notification |  |

# 2. PRODUCT INFORMATION

|  |  |
| --- | --- |
| Product Category (e.g. toy, electrical appliance) |  |
| Product description (e.g. “Plastic Doll”) |  |
| Is this a Professional Product? (is the product exclusively for professional use and will not be used by consumers) |  |
| Is the product counterfeit? |  |
| Name of Product (on the product or the packaging)  |  |
| Brand (on the product or the packaging) |  |
| Type / model number |  |
| Serial number |  |
| Batch number |  |
| Bar code / EAN Code |  |
| Is the product CE marked? |  |
| Customs/commodity code (if applicable) (CN code (8 digits) or TARIC Code (10 digits) |  |
| Packaging Description (Brief description of the wrapping or covering materials protecting the product (e.g. “Cardboard box with transparent window”)) |  |
| Manufacture period |  |
| Price (excluding vat) |  |
| Country of origin (This is where the product has been manufactured (“Made In”) or where has the latest substantial assembly has taken place) |  |
| Have you contacted any other Market Surveillance Authority in Ireland or elsewhere about this notification? Y/N. If yes please list MSAs  |  |
| Number of affected units (Republic of Ireland only) |  |
| Countries of destination |  |
| Number of affected units in each country of destination |  |
| Applicable European Directives or Regulations | [ ]  EU Directive 2001/95/EC (GPSD)[ ]  EU Directive 2014/35/EU (LVD)[ ]  EU Directive 2009/48/EC (TSD)[ ]  Regulation EU 2016/425/EU (PPE)[ ]  Regulation EU 2016/426/EU (GAR)[ ]  Other, if other please specify |
| Please attach Proof of conformity (e.g. Declaration of Conformity, technical file) to your response email.  | [ ]  Attached[ ]  N/a |
| Please attach photos of the product separately in JPEG format to your response email. | [ ]  Attached[ ]  N/a |

3. PRODUCT TRACEABILITY INFORMATION

|  |  |
| --- | --- |
| Name, address and contact information of the manufacturer, producer or its authorised representative[[1]](#footnote-1) |  |
| Name, address and contact information of the importerⁱ |  |
| Name, address and contact information of the exporter |  |
| Name, address and contact information of the retailer(s) |  |
| Distribution channels in all countries of destination (the name and address of wholesalers, retailers, and any other distributor the product has been delivered to and the number of delivered products, please continue on a separate sheet, if necessary)  |  |
| Is the product (also) sold online? Yes/No If yes, please provide name(s) of online traders |  |

4. RISK ASSESSMENT

|  |  |
| --- | --- |
| Type of hazard?(Please identify the hazard and potential injury, the [RAPEX Guidelines](https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32019D0417&from=EN) can assist you with this) |  |
| What type of consumer is affected? | [ ]  Vulnerable (child, elderly adult, etc)[ ]  Other |
| Risk description (technical defect and consequences)  |  |
| Cause of risk (what has caused the risk?) |  |
| Overall risk level (Unknown, low, medium, high, serious) |  |
| Please attach a detailed risk assessment to your email giving a clear explanation as to how probabilities, severity and risk level were arrived at.  | [ ]  Attached[ ]  N/a |
| Summary of the results of any tests / analyses and conclusions if applicable.Where applicable, please attach any test reports identifying the safety issues or risks to your email.  | [ ]  Attached[ ]  N/a |
| European standards against which the product was tested and did not comply |  |
| Information on known complaints, incidents and accidents |  |
| Are you aware of any other similar events, accidents, dangerous situations, or near misses?  |  |

5. CORRECTIVE MEASURES

|  |  |
| --- | --- |
| Type of measures intended/ taken – e.g. withdrawal of product from market, recall from consumers |  |
| Date, description and duration of all measures taken |  |
| Has a Business Gateway case been submitted for this product? If so, please indicate the Business Gateway case number |  |
| Will the corrective action information be published online? If so, please provide the URL link to company recall page |  |
| Do you plan to inform consumers about the corrective action and/or safety issue?  |  |
| How do you plan on informing consumers about the safety issue? | [ ]  A customer register or similar. Using the register, how many % of the consumers who bought the product can you reach?[ ]  Press release[ ]  Announcements in the papers [ ]  Company web site [ ]  Social media[ ]  Product outlets[ ]  Other, please specify |
| What do you plan to do with the products remaining in your inventory and in stores?  | [ ]  Dispose of the products, date:[ ]  Repair the products (attach a detailed report on how the products will be repaired with a schedule)[ ]  Other, please specify |
| If you intend to arrange a product recall, what do you plan to do with the returned products? |  |
| Please attach to your email a copy of your proposed correspondence to consumers / your web notice / your media campaign related to the corrective action.[[2]](#footnote-2)  | [ ]  Attached[ ]  N/A |

6. OTHER INFORMATION

# Additional information:

# Please indicate if any part of the above information or any part of an attachment is confidential. If yes is selected please specify which parts.

 Yes No No

Where possible please redact unnecessary personal information in any of the documents included with your submission.

This form should be completed and returned along with supporting documentation to recalls@ccpc.ie

1. [↑](#footnote-ref-1)
2. Note: Is imperative that communications with consumers adequately set out the risks involved, the severity of the matter and are clear in terms of instructing consumers in terms of mitigating the risks involved and fully implementing the appropriate corrective measure(s) identified.

Please send the CCPC your draft consumer correspondence for our approval before it is issued to consumers (e.g. emails to consumers, in store notices, website recall notices, media and social media posts). If you have already issued this correspondence please forward these communications to the CCPC asap. [↑](#footnote-ref-2)