

Dropshipzone

Product Safety & Recalls Policy

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Dropshipzone has a paramount commitment to ensuring product safety for the end consumer. The marketplace expects its Suppliers to share that same commitment to product safety.

Product Safety

For the protection of Retailers and their customers, Suppliers must ensure that -

1. All products that Suppliers offer for sale on Dropshipzone comply with any and all mandatory safety standards that apply in Australia where relevant to the product(s) that they sell;
2. They do not offer for sale any product that could be harmful to the end customer / consumer of the product, irrespective of whether a mandatory standard applies; and
3. They do not sell any products that have been recalled or that are banned.

Suppliers are encouraged to familiarise themselves with the [Selling Online](#) and [Mandatory Standards](#) articles on the Product Safety Australia website to help understand their obligations under applicable laws and standards.

Product Recalls

If a product presents a safety risk to end customers, a recall may be required. Suppliers should refer to Product Safety Australia's [Recalls](#) article for more information, including on how to initiate and conduct a product recall.

Under Dropshipzone's Product Safety and Recalls policy, where a Supplier:

1. Becomes aware of a safety risk or issue with a product they sell on Dropshipzone; or
2. If a recall is initiated with a product they sell on Dropshipzone

They must immediately notify Dropshipzone. In addition, Suppliers should be aware that Dropshipzone conducts active surveillance on its marketplace for known product recalls published by relevant authorities in Australia and abroad for products that may be affected.

As part of its commitment to product safety and for the abundance of caution, Dropshipzone may without notice deactivate a product listing until the safety of a product can be proven by the Supplier.

To stay up to date on product safety announcements, Dropshipzone recommends that Suppliers subscribe to:

- [Product Safety Australia](#) - receive email alerts about the applicable product categories
- [Safety Gate: Rapid Alert System](#) - receive email alerts about dangerous non-food products
- [OECD Global Recalls portal](#) - regularly check the portal for updates on product recalls
- [Product Safety Australia Recalls](#) - regularly check the list for updates on product recalls
- [Product Safety Australia Product Bans](#) - regularly check the list for updates on banned product

When Dropshipzone becomes aware of a recall or potential recall, the Dropshipzone team will work with Suppliers to ensure that Retailers and their end customers receive all the information required for the safe and effective conduct of the recall.

Suppliers are obligated to take prompt, proactive action in relation to any recall. Suppliers have an obligation to ensure that they do not create unnecessary delays that may risk the safety of Retailers' end customers.

Where a product that has been sold on Dropshipzone has been recalled, in addition to anything set out in our Supplier Terms and Conditions:

1. Suppliers are required to cease distribution of the impacted products immediately;
2. Dropshipzone will require the Supplier to immediately remove the product from the marketplace; and
3. The Supplier must take all necessary steps for the conduct of the recall including notifying Retailers of the recall and providing them with an appropriate remedy.

Suppliers are responsible for providing all relevant recall remedies. Suppliers should also consider consumer rights under Australian Consumer Law when considering any relevant recall remedy.

Where Suppliers do not promptly take any of the actions above, or take any action in relation to a safety risk that may result in a recall, Dropshipzone may also take any other actions deemed reasonably necessary to protect the safety of Retailers' end customers. This includes removing

products, contacting Retailers about the safety risk or recall, and not approving future listings by the Supplier.

Suppliers who sell unsafe products (including products that do not comply with mandatory standards) or do not comply with this policy in any way may be subject to compliance action by Dropshipzone including suspending and terminating the Suppliers' account on Dropshipzone.