**IMPORTER NON-COMPLIANT NOTIFICATION NOT RELEASED - VISUAL ONLY**

Good

**CONSUMER PROTECTION ACT 1987**

**THE xxxx REGULATIONS xxxx**

**GB REGULATION 765 / 2008 ON ACCREDITATION AND MARKET SURVEILLANCE**

**AS AMENDED BY THE PRODUCT SAFETY AND METROLOGY ETC. (AMENDMENT ETC.) (EU EXIT) REGULATIONS 2019**

Sample Date:

Sample Number:

Sample Description:

Sample Model / Item Number:

HMRC Import Entry Number:

Air Waybill Number:

Carton Ref. Number:

Quantity of product in Consignment:

Product Image: Attached

**RESULT: NON-COMPLIANT.**

**Product not in conformity - discharge from the free-circulation procedure not authorised – Regulation (EC) No 765/2008.**

This product was visually assessed from a consignment being imported by you through Heathrow Airport on xxxx.

**The product has been visually assessed as NON-COMPLIANT**. Only goods that comply with safety regulations may legally be supplied in the UK.

The non-compliances highlighted with the products all relate to the following against The xxxx Regulations xxxx and are as follows:

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As the importer, you are responsible for ensuring that all the products you import, comply with UK product safety legislation. We strongly advise that you quarantine any stock you currently hold of these products. **It is a criminal offence to supply an unsafe or non-compliant product.**

You now need to consider the following options:

* The goods can be re-exported back to the point of origin, or to a country where the goods meet the legal safety standards in that country and are permitted for supply there.
* The option to destroy the non-compliant goods can be considered by you at any point. It may be worthwhile comparing the estimated storage costs (applied by the cargo shed where the goods are being stored) of goods being detained and the costs to return against the cost of destruction. Your agent should be able to assist you in determining storage fees and our department can provide you with information on the destruction process. Currently we can destroy the goods for you free of charge if you choose this option.

**Please reply within 10 working days giving your choice of action.**

I would suggest that you discuss the matter with your freight agent. Meanwhile, the goods will remain detained at Heathrow Airport.

This department would advise that you discuss this matter with your local Trading Standards department, so that goods you import in the future comply with UK product safety legislation. Your local Trading Standards can be found at: https://www.tradingstandards.uk/consumers/support-advice

A copy of this Email has been forwarded to them.

If you have any queries regarding this consignment examination, please contact me on 01895 250164 (option 2).

Regards