[Importer Name] Trading Standards

[Importer Address] Thurrock Council

 Civic Offices

 New Road

 Grays

 RM17 6SL

 Date: [DD/MM/YYYY]

 Our Ref: [LA Ref]

Dear [Importer Name],

**Consumer Protection Act 1987**

**EC Regulation 765/2008 on Accreditation and Market Surveillance (RAMS)**

|  |  |
| --- | --- |
| Product description |  |
| Air Waybill Number(s)/ consignment number |  |
| Quantity |  |

Thurrock Council’s Trading Standards department are responsible for checking that consumer goods imported via Thurrock comply with product safety legislation.

On [DD/MM/YYYY] officers inspected the above consignment at UPS, Stanford-le-Hope. We have sampled and detained the consignment pending [further examination/the receipt of further information]. You have been identified as the importer of these products and, as such, are responsible for ensuring that they comply with the relevant legislation.

[The detained consignment does not comply with the labelling requirements of xxx / We have noted that the following products do not comply with the labelling requirements of xxx / We have noted various non compliances with xxx (state the legislation)]

[Either list specific products/samples or keep general e.g. ‘All cosmetic products in the consignment’ etc. Note general idea of concerns – inadequate traceability markings, illegal 2 pin plug, etc, no need to list every issue.]

This leads us to believe that the product(s) [has/have] not been produced in accordance with the legislation and as such we are concerned there may be safety issues that are not immediately apparent.

We are asking you to demonstrate to us that these products have passed relevant safety and compliance testing to be sold in the UK. If you are unable to do so we will be asking you to sign the goods over for destruction.

There are 3 options open to you now in relation to these items.

Option 1

Please provide details of safety and compliance testing for these products. You will also need to demonstrate to us how you intend to rectify the labelling issues. You have 14 days from the date of this letter to provide the information or to contact us and explain your intended actions.

Option 2

You can complete the enclosed surrender of imported goods form and return this to us by email or by post. By doing this you agree to waive all legal rights and ownership in the goods. Thurrock Trading Standards will then arrange for the safe and legal disposal of these items at no cost to you.

Option 3

We can apply to a Magistrates court for an order of forfeiture and destruction. This option will incur significant legal expense on our part and we will seek to recover these costs from you in full.

Please send your response by email to tsports@thurrock.gov.uk and quote reference number xxx.

We have also referred the matter to your local Trading Standards Department so that they are aware of your trading activity. If you require any further advice or assistance please contact them. To locate your local TS Department go to [www.tradingstandards.uk](http://www.tradingstandards.uk) and click on ‘Consumer’ ‘Support and Advice’.

Any queries concerning the right to appeal against a decision or action we have taken in relation to this notice can be made by contacting us either by post, email or by visiting our website as below:

By post: Our address

By email: tsports@thurrock.gov.uk

Website: www.thurrock.gov.uk

Yours faithfully,

**Trading Standards Imports Team**

Dear [Importer Name],

**Consumer Protection Act 1987**

**EC Regulation 765/2008 on Accreditation and Market Surveillance (RAMS)**

**Consumer Rights Act 2015**

I write further to my previous [letter/email] dated [DD/MM/YYYY] (copy enclosed).

I note from our records that we have not received a response from you. If we do not hear from you by [DD/MM/YYYY] (*14 days from date of letter/email*) we will consider the consignment to be abandoned and we will dispose of the goods accordingly.

Yours faithfully,

**Trading Standards Imports Team**