

Recall Tracking Guide

for Resale & Thrift Shops

If you are selling goods to the public, you have a responsibility to be sure those items are not hazardous to your customers. You can do this by organizing information and keeping track of product recalls and safety issues.

Subscribe to Recall List:

Your starting point is the U.S. Consumer Product Safety Commission (CPSC) Web site:

1. Go to www.cpsc.gov
2. Click on "Sign Up for Email Announcements"
3. Fill out the "Online Form for CPSC Subscription Lists"
4. You will automatically receive recall notices as they are issued.

If you do not have Internet access:

1. Call the CPSC at their toll-free consumer hotline: 800-638-2772
2. The hotline provides easy access to recall and product safety information.

Products such as; boats, motor vehicles (including child safety seats), food, medicine, cosmetics and environmental products are not under the jurisdiction of the CPSC. For recall information visit: www.Recalls.gov

Create a Quick Reference Recall Board:

A bulletin board works well to post a "Company Summary" of recalls for each manufacturer of products sold in your store.

1. Go to www.cpsc.gov
2. Click on "Recalls and Product Safety News"
3. Click on "Company"
4. Highlight the company of choice
5. Click the "Find" button
6. The search results will bring up a list of product recalls, since 1989, including description and date of each recall. Print the list. (Cribs manufactured before 1990 do NOT meet current safety standards and should be destroyed.)

NOTE: At this point you may want to click on each report listed to open it and print for your Recall Manual. See next page for details on how to "Organize a Recall Manual"

7. Click on "Conduct a New Search" and repeat the process for each manufacturer.
8. Post all your "Company Summaries" where visible for easy reference.
9. Look up products you receive for sale to determine recall status.

For example, the Cosco summary shows the last recall for swings was in 1997. You receive a Cosco swing with a 1999 manufacture date—you know it is recall free. You get another swing manufactured in 1997—proceed to your Recall Manual and look up the report. Check the model numbers, dates, etc. to determine if this particular swing was recalled and if there is a remedy.

Consumers deserve to have confidence that the goods they buy are safe, no matter where they buy them.

Remember to update your Company Summaries as new recalls are issued.

Organize a Recall Manual:

This book will be a compilation of original detailed recall notices. Tied into your bulletin board of company summaries, the manual is used to verify recalls and remedies.

(NOTE: If you already printed the detailed recall reports, skip to #3)

1. Follow steps #1 to #5 outlined in the previous section on Creating A Recall Board.
2. Using the same company search results, click on each recall and print the report. The reports include date of recall, product description and product photos. They also explain the hazard, incidents and injuries, and the remedy.
3. Place reports in vinyl sheet protectors and organize by manufacturer in a binder. You may want to use different binders for each product category, for example; toys, cribs, strollers, clothing, baby accessories.
4. When you receive future automatic recall notices via Email, be sure to print and file in the manual.

Note: Some recalls are updated periodically with a new phone number or if a replacement part is no longer available. Check recall notices every few months for updates which will be in RED.

Establish a Recalled Product Policy:

Each shop must determine their own policies for handling recalled items. Some may choose not to accept anything that has been recalled. However, some recalls are very simple to repair, which ensures the product is safe. For example, some portable play yards have a strangulation hazard when children are placed in them with a changing table part still in place. The solution is a label to be affixed to the changing table warning the consumer of this danger. You can keep these labels on hand and correct the problem quickly and easily.

Most recalls require a repair kit or replacement part(s) from the manufacturer to correct the problem. Parts can be ordered online at most company Web sites. If you choose not to accept a defective product, BE SURE to pass on complete information about the potential problem and remedy on to the owner of the product. Encourage them to take care of the repair before they sell or pass the product on to someone else for use.

NARTS is committed to educating resalers on how to identify previous recalled or banned products and any products that do not meet current safety standards.

When you come across a product that is beyond repair—such as a crib with slats that are too wide—do EVERYTHING possible to assure it is removed from the stream of commerce. Ask the consumer to leave the item with you and then **Destroy It** immediately! ♻️

This guide was published in conjunction with a NARTS product safety initiative, aptly named, *Involve, Inform, Inspire!* The National Association of Resale & Thrift Shops (NARTS) has partnered with the U.S. Consumer Product Safety Commission (CPSC), The Danny Foundation and the National SAFE KIDS Campaign (Safe Kids) on ReSale RoundUp 2004—an initiative to keep hazardous, unsafe and recalled products out of resale & thrift stores.

**For further information on *Involve, Inform, Inspire!* or NARTS
Phone: 800-544-0751 or Visit: www.narts.org**

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