



## Carrickfergus Borough

### **WHAT SHOULD I DO IF I THINK I HAVE BOUGHT AN UNSAFE PRODUCT?**

Contact the Environmental Health Service who will investigate the complaint.

The Officer may wish to examine the product. It will be useful if you still have the receipt or proof of purchase.

The product or similar products may be sent for testing.

The complaint procedure may take several months to complete.

Any subsequent action taken by the Environmental Health Officer will relate to Consumer Protection and safety issues and **not** to attaining compensation for the complainant. This is a matter that can be dealt with through your own Solicitor.

### **UNSAFE PRODUCTS CAN CAUSE INJURIES AND CAN EVEN KILL!!!!**

**REMEMBER: We only deal with unsafe goods.**

**For complaints about counterfeit or faulty goods or false/misleading descriptions, telephone Trading Standards on 028 9025 3900.**