



United States  
CONSUMER PRODUCT  
SAFETY COMMISSION

**Welcome to the  
Consumer Protection Safety All-Stars  
Training Program!**

Script: Hello, and welcome to the Consumer Protection Safety All-Stars Training Program! The U.S. Consumer Product Safety Commission needs your help getting the word out about product safety and product recalls to help you, your family, and your community stay safe.

## Protect your family and friends by:

1. Identifying product safety warnings.
2. Identifying recalled products.
3. Following the steps in the recall process.
4. Spreading the word about consumer product safety.



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Script: Did you know that some of the things you use and play with every day can be unsafe? Today, you will learn how to protect your family and friends by identifying product safety warnings, identifying recalled products, following the steps in the recall process, and spreading the word about consumer product safety.

**Safe or unsafe? Who decides?**

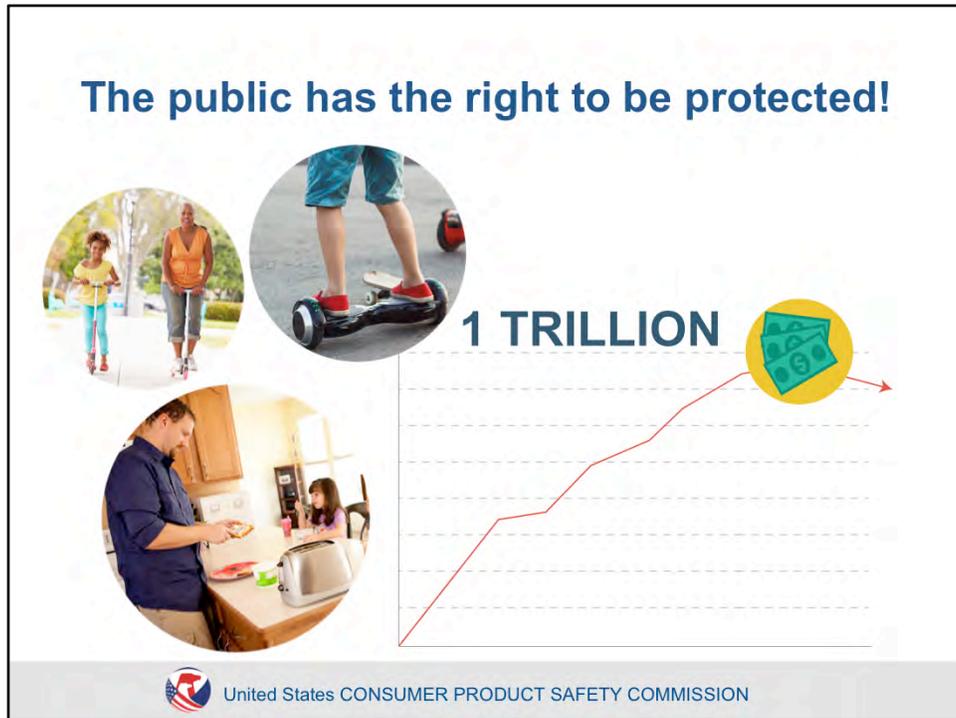


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Script: How do you know if a product is safe or unsafe? It's not always easy to tell. Sometimes a product that looks safe might actually be hazardous. If the product has been sold to the public, people using it could be harmed. So how do you really know if a product is safe? That's where CPSC comes in!



Script: CPSC is a government agency created to protect the public from unreasonable risks of injury or death associated with the use of thousands of types of consumer products. Founded in 1972, its job is to monitor consumer products for safety and get the word out to the public when products are recalled due to safety issues.



Script: Each year, deaths, injuries, and property damage caused by unsafe consumer products cost the nation more than \$1 trillion. That's a huge amount of money! The more we can get the word out about unsafe products, the more money we can save. But even more important than that are the lives we can save. In fact, since CPSC was created, the rate of deaths and injuries associated with unsafe consumer products has declined each year. And when you become a Consumer Protection Safety All-Star, you can help those numbers decline even further!

## Product Recalls

**Recall** – a verb meaning to officially order something to return to a place.



Script: CPSC monitors consumer products and publishes product warnings and recalls due to safety issues or defects. A company will work directly with CPSC to issue a joint recall when CPSC determines that the company's product is unsafe, hazardous, or defective. Through the official recall process with CPSC, this means that the product should no longer be used by consumers and is illegal to sell to consumers. It's important that consumers know right away when a product has been recalled, and this is why we need your help as a Consumer Protection Safety All-Star!



Script: Products can look safe, and even pass safety tests with flying colors, but turn out to be unsafe or even hazardous. Hazardous products can cause serious injuries or, in rare cases, even death. Sometimes, it's because the product was made incorrectly for a certain age group. For example, a toddler toy might have a part that comes loose and poses a choking hazard. Other times, it's because of a problem that is found later. For example, an electronic device might have a battery that overheats and catches fire. Every recall is different, and that's why it's so important for Consumer Protection Safety All-Stars to keep a sharp eye out for recalls!

## What is unsafe?

Products can pose a safety risk in different ways.



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Script: Imagine you received a remote controlled helicopter as a gift. What risk could it pose? Well, it could have a problem with the controls, which means it could fly right at you and risk injuring you with its sharp propellers. Or the battery could overheat and the unit could catch fire. Even innocent-looking products can pose a risk. For example, a cool water bottle might have a chemical in the container or straw that might make you sick. That new scooter you got for your birthday? Well, it could have a defective screw that causes the wheels to come loose – and you to take a nasty fall. That’s why it’s so important for the Consumer Protection Safety All-Stars to check the recall list on a regular basis – you never know which products will be recalled, or why!

## When you have a product that is unsafe — What next?

**Step 1.** Stop!

**Step 2.** Ask for help.

**Step 3.** Check or Report.

**Step 4.** Contact.



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Script: There are four steps to follow if you think you have a product that is unsafe, hazardous, or defective. It is important that consumers follow these steps to stay safe and to hold companies accountable for the safety of their products.



Script: As you learned earlier, there have been serious injuries and even deaths from consumers using hazardous products. In some cases, people kept using a product they knew was recalled because they didn't want to be inconvenienced. But it's much better to be inconvenienced for a short period of time than to be seriously injured! For that reason, the first thing to do if you think your product is unsafe is to stop using it. And, as Consumer Protection Safety All-Stars, you can help remind your family and friends not to use products that have been recalled, as well.

## Step 2.

Ask for help from an adult.

- To check for recalls, visit [www.cpsc.gov](http://www.cpsc.gov) or call 800-638-2772.
- Keep up on recent recall notices:
  - Follow @USCPSC on Facebook, Instagram, and Twitter.
  - Sign up for email alerts via the [cpsc.gov](http://cpsc.gov) website.



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Script: After you stop using the product, ask for help from an adult. The adult can help you figure out if the product is unsafe. One way to find out if the product has been recalled is to visit the U.S. Consumer Product Safety Commission's website at [www.cpsc.gov](http://www.cpsc.gov). You can also call the CPSC consumer hotline at 800-638-2772. Then, keep up with recent recall notices by following @USCPSC on Facebook, Instagram, and Twitter and by signing up for email alerts via the [cpsc.gov](http://cpsc.gov) website, with parent permission.

### Step 3.

Check or Report. No recall? File a report!  
Go to [www.saferproducts.gov](http://www.saferproducts.gov).



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Script: What if you can't find your product on a recall list? Well, just because it hasn't been recalled yet, doesn't mean it won't be! If you think your product is unsafe, but you can't find it on the recall list, report it. Report the problem with your product at [www.saferproducts.gov](http://www.saferproducts.gov) or by telephone to the CPSC consumer hotline at 800-638-2772. By doing this, you will bring the product to the attention of CPSC so they can investigate it further. You may help someone else avoid purchasing this product and perhaps getting injured by using it!



Script: Once you have determined that a product has been recalled, the next step is to have an adult contact the company. The contact information will be on the U.S. Consumer Product Safety Commission's website. It's important to contact the company so that you can get your money back, have your product fixed, or receive a replacement product.

## The Remedy: Replace, Repair, or Refund?



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Script: Once a product has been recalled – and sometimes even if a formal recall has not been issued – a company will offer consumers who own that product a replacement product, a repair that will fix the issue, or a refund of the purchase price. At times, companies offer more than one remedy option. As Consumer Protection Safety All-Stars, you can encourage other consumers to get a replacement product, repair, or refund.

## Sign up for recall alerts, follow CPSC on social media and spread the word!



Consumer Hotline: 800-638-2772



CPSC email alerts: [www.cpsc.gov/Newsroom/Subscribe](http://www.cpsc.gov/Newsroom/Subscribe)



@USCPSC on Facebook: [www.facebook.com/uscpsc](http://www.facebook.com/uscpsc)



@USCPSC on Instagram: [www.instagram.com/uscpsc](http://www.instagram.com/uscpsc)



@USCPSC on Twitter: [www.twitter.com/uscpsc](http://www.twitter.com/uscpsc)



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Script: The most important job of the U.S. Consumer Product Safety Commission is to get the word out when a product has been recalled. You can share with family and friends everything you've learned today – about the mission of CPSC, product safety, product recalls, and what to do if you have a product that has been recalled. We are depending on you! To be notified about all recalls, follow @USCPSC on Facebook, Instagram, and Twitter, and have your parents sign up for free email alerts at [www.cpsc.gov](http://www.cpsc.gov).



Script: Congratulations, you have completed the first part of your training! Now you have an opportunity to work on some activities that will help you learn more. At the end of the training program, you will receive a Certificate of Completion. We thank you for helping us to help yourself and others stay safe.



## Helpful resources:



Websites: [www.cpsc.gov](http://www.cpsc.gov)  
[www.saferproducts.gov](http://www.saferproducts.gov)  
[www.recalls.gov](http://www.recalls.gov)



Consumer Hotline: 800-638-2772



CPSC email alerts: [www.cpsc.gov/Newsroom/Subscribe](http://www.cpsc.gov/Newsroom/Subscribe)



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