



United States CONSUMER PRODUCT SAFETY COMMISSION

Recall Facts Handout

Facts About Consumer Product Recalls

Would you use a product that was unsafe? Of course not! And yet, thousands of consumers unknowingly use unsafe or even hazardous products every day, simply because they do not know that the product has been recalled.



Fortunately, the U.S. Consumer Product Safety Commission (CPSC) is working to spread the word about product recalls. When consumers become proactive about product safety, they help themselves, their families, and their communities.

That is why your child has been learning about the consumer product recall process through a series of activities sponsored by CPSC.

Here are the steps to take if you believe a product is unsafe:

- Visit www.cpsc.gov for a list of consumer product recalls, or to look up a specific product you may believe is unsafe.
- If you've experienced an incident with a consumer product that seems unsafe but hasn't been recalled, file a report with CPSC at www.saferproducts.gov or call the consumer hotline at **800-638-2772**.
- If a product has been recalled, stop using it immediately, and then contact the company to take advantage of the remedy, which can be a refund, replacement product, or repair.

The CPSC website at www.cpsc.gov lists the following:

- date of recall
- why the product was recalled
- how to contact the company
- details about whether the product will be replaced by the company, repaired, or the purchase price refunded to the consumer.

When consumers spend their money for products, they expect the product to be safe. All it takes is a quick visit to www.cpsc.gov or www.saferproducts.gov to find out if the products you and your family and friends are using have been recalled or are potentially unsafe.

The Consumer Product Safety Commission has jurisdiction over many types of consumer products, from coffee makers, to toys, to lawn mowers, to fireworks. However, some types of consumer products are covered by other Federal agencies. For example, automobiles, trucks, and motorcycles are within the jurisdiction of the Department of Transportation; food, drugs (except for child-resistant packaging for these products), and cosmetics are covered by the U.S. Food and Drug Administration. For more information, visit the page: [Products Under the Jurisdiction of Other Federal Agencies and Federal Links](#).

Resources

- CPSC website lists all consumer product recalls and news: www.cpsc.gov
- CPSC safer products lists unsafe or potentially unsafe products and consumer incident reports: www.saferproducts.gov
- All recall categories, including motor vehicles, food, and medicine: www.recalls.gov