Online Safety Guide for Electrical Product Purchases: Check List

ELECTRO FEDERATION CANADA EFC

Before you add an electrical product to your cart, be mindful of these important safety measures to protect yourself and your loved ones. Keep this checklist on-hand before you place your next online order of electrical products.

1. Purchase from a trusted source.

Reputable retailers and electrical distributors stand by the products that they advertise and sell. They safeguard your purchase by providing product guarantees, warranties and fair return/exchange policies. Look out for these coverage factors when shopping online.

Product descriptions should also include the name of the manufacturer and/or the product's country of origin.

Also, look out for products sold through third-party sellers or "marketplace" sellers; the products are not directly offered by the online retailer, and therefore, may not abide by the same consumer policies that retailers are subject to.

2. Check for the certification mark source.

Always check online product descriptions and specifications for certification marks. Be careful of words such as "meets" or "passes", as the products may not be certified.

Avoid electrical products that do not have a certification mark from an SCC-recognized certification organization.

View the certification marks that you should be on the lookout for when purchasing electrical goods.

3. Stay alert: product pricing, photos & reviews.

Be weary of pricing that is "too good to be true". While online retailers and distributors typically offer sales and other special promotions, products generally keep their fair market value. Use your judgement when you see a product listed for far below market value.

Buyer beware: the item could be used, refurbished or even a knock-off. It is also important to carefully examine available photos and product specifications to check for authenticity – and read product reviews (if available) to further validate the product and the seller/retailer.

In addition, products offered for sale online may be subject to a recall. You can check whether a consumer product is subject to a recall by accessing the Health Canada Recalls and Safety alerts webpage

4. The day has arrived: check your shipped purchase before you install or use it.

Once you receive your order, inspect the product to look for appropriate certification markings. The authenticity of the marks can be confirmed by contacting the relevant certification body.

You'll also want to be on the lookout for spelling or grammatical errors, misprints on certification marks. If the product or packaging does not look right, trust your instincts and report it to the certification body listed on the label as well as to Health Canada.

** The certification mark of an SCC-accredited certification body is evidence that representative sample(s) of the product have been tested/evaluated and found in compliance with applicable safety standard(s) as well as the requirements of the certification body involved. The certification marks do not extend to safe application or product installation and end-use. Manufacturers' guidelines along with applicable codes and regulations must be reviewed for the safe application, installation and use of electrical products.*

Visit the portal:
electrofed.com/online-safety-guide-for-electrical-products