

## AliExpress Product Recall Rule

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AliExpress ("the Platform") is always committed to maintaining an orderly marketplace in compliance with applicable local laws and regulations. In order to ensure sellers provide high-quality products, and protect consumers from unsafe products, the Platform is continually monitoring the safety of products sold on the Platform and fulfill the specific recall obligations of providers of online marketplaces related to product safety in accordance with applicable laws, regulations, and regulatory directives.

**The Platform will collect the product recall information from, include but are not limited to, the following channels:**

- Recall information from international regulatory agencies, government agencies of various countries, and public recall alert websites;
- Recall requirements of relevant regulatory agencies;
- Recall information from relevant non-governmental organizations;
- Recall information from manufacturers, importers, distributors, etc.;
- Assessments of random inspections (online & offline) of relevant products conducted by the Platform.

AliExpress prohibits the listing and sale of products that do not comply with the applicable local laws and regulations of the destination country or region.

The Platform will cooperate in carrying out the recall of the corresponding products. Once the Platform becomes aware of non-compliance or safety issues with a product, all affected products will be removed from the relevant destination markets or will be deleted from the Platform. For products that are supposed to be recalled, AliExpress will contact the relevant sellers and inform them of the recall requirement. Meanwhile, consumers who have purchased the relevant products, will also be informed of the recall situation.

## **【Sellers' Obligations】**

Sellers have the obligations to comply with the laws, regulations and regulatory requirements of any applicable countries/regions for selling your products. Except for the recall information from AliExpress, we recommend sellers to regularly check if your products are recalled products.

If any seller receives the notification about the penalty for violation and the recall notice from the Platform, please immediately conduct the recall for the relevant product as required by the applicable laws and the Platform's rules.

If any seller has any objections to the penalty and recall, please appeal within 7 days after receiving the notice.

If the seller does not appeal or if the appeal is rejected, the Platform's recall actions will be triggered. AliExpress will step in and directly send a recall notice to the consumer. In case the applicable law, regulations or the regulatory orders set out different requirements pertaining to the recall timing, the recall shall be conducted in accordance with such requirements.

**Please note: Sellers are responsible for any consumer's remedy or loss, as well the loss of Platform arising from the recall, including but not limited to the amount paid by the consumer when purchasing the product and/or other fees incurred by the order.**

Apart from recalled products, any non-compliant products/suspected illegal products, the Platform will also provide compliance reminders to consumers when we are aware of the relevant information. Sellers are obligated to provide after-sales solutions to consumers when required, including but not limited to returns and/or refunds. If consumers fail to reach an agreement with the seller and seek help from the Platform, the Platform will process the case as a standard after-sales dispute, and the seller may still be responsible for any potential remedy for consumers.

## **【Recall Process】**

AliExpress will regularly update our product recall list and conduct recalls according to the laws, regulations and regulatory requirements of any applicable countries/regions. The Platform will promptly remove the recalled products and inform the relevant sellers and consumers by multiple approaches, including official announcements, recall policies and rules, and rules, emails, etc. Please pay close attention to the relevant notices. AliExpress Recall Flowchart as follows:



## 【Penalties Related to Product Recalls】

- For non-compliant products, the Platform will take actions including but not limited to geo-blocking, rectification, returning to warehouse, and delisting.
- For sellers who are aware of product recalls but fail to take corresponding measures or deliberately violate Platform rules, for General Violation, 2 points penalty will be deducted for each violation; for Serious Violation, 6 points penalty will be deducted for each violation.

**【Notes】 Products subject to recall generally have serious quality or safety issues, sellers shall take measures in a timely and effective manner after receiving relevant recall information and bear any costs and risks incurred.** If sellers fail to conduct the recall, you will not only face penalties imposed by AliExpress in accordance to Platform rules, but may also be subject to further legal liabilities caused by consumers or regulators' investigations. If sellers have any product recall requests from regulators or decide to recall a product at your own discretion, please contact AliExpress and learn about the recall process through Platform's Online Services.

## 【Product safety mailbox】

If you need to use a separate contact detail (an email address) only for safety-related purposes and to obtain product safety information, you can click on the following link to achieve.

<https://m.aliexpress.com/p/complaint-center/index.html#/complaint/collectEmail?punishId=10000034&parentOrderId=1000028&orderId=109991>

## 【Recall Product List】

The following lists of product recalls are for reference but not exhaustive. You can also visit the regulatory agencies' websites to acquire more recall information.

- Radio Equipments Recall Product List, [Click here to view](#)
- Skin Care/Cosmetics Recall Product List, [Click here to view](#)
- Machinery Products Recall Product List, [Click here to view](#)
- Toys Recall Product List, [Click here to view](#)
- Outdoor Sports Equipment Recall Product List, [Click here to view](#)
- Mother&Kids Products Recall Product List, [Click here to view](#)
- Digital Electronics&Electronic Appliances Recall Product List, [Click here to view](#)
- Protective Equipments Recall Product List, [Click here to view](#)

- Medical Devices Recall Product List, [Click here to view](#)
- Clothing&Textiles Recall Product List, [Click here to view](#)
- Household Products Recall Product List, [Click here to view](#)
- Jewelry and Accessories Recall Product List, [Click here to view](#)
- Foods Recall Product List, [Click here to view](#)
- Laser Products Recall Product List, [Click here to view](#)

## **【Some authorities’ website as sources and reference for recall】**

1. [Safety Gate](#);
2. [Rappel](#);
3. [CPSC](#);
4. [Product Safety Alerts, Reports and Recalls](#);
5. [Product Safety Australia recalls](#);
6. [Recalls, Market Withdrawals, & Safety Alerts](#);
7. [Korean Agency for Technology and Standards \(KATS\)](#);
8. [Consumer24](#);
9. [METI](#);
10. [CAA](#)

and etc.

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