

General Product Safety Regulations (GPSR)

Due to introduction of the General Product Safety Regulations (GPSR) in December 2024, regrettably we will no longer be able to accept orders shipping to the EU and Northern Ireland.

What is GPSR?

It's made up of a number of smaller points, most notably:

1. All online product listings need to include manufacturer details and safety information.
2. All online marketplaces need to enforce these new rules, including test reports, packaging and product labels.
3. Any safety issues, concerns or failings need to be reported immediately.
4. All products must go through safety testing and have a safety rating.
5. All products must be clearly labelled with above information and contact details.
6. A Responsible Person within the EU must be appointed to monitor all of the above.

One of the key aspects which has impacted our decision is the requirement to have an EU Responsible Person. As we are in the UK, this means appointing someone else on our behalf. They are appointed per product type, and from what we're seeing, the absolute minimum cost seems to be around £700 per type, per year to have this in place. This is neither feasible nor cost effective for us (and thus you as a customer).

What if I've placed an order?

We note the challenge this presents, particularly around systems and postage noting UK postage of which Northern Ireland is a part. Please note that regrettably if you do place an order which we are unable to process due to the legislation, we will have no option to cancel your order and issue a refund. We will continue to monitor the situation and hope that we will be in a position to update this moving forward.

Does it affect USA, Canada, Australia etc?

Nope, only the EU and Northern Ireland. See the full list below: Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Northern Ireland, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.