

Adult Social Care, Health Integration and Wellbeing
Public Protection Division
Hanley Town Hall
Albion Street
Stoke-on-Trent
ST1 1QL

Dear [REDACTED]

Re: Queuing Wireless Calling System purchase from e-bay seller Lolop_UK
Electrical Equipment (Safety) Regulation 2016
Sale of Goods Act

Having examined this product I can confirm it should not have been sold on the EU market including the United Kingdom. The product is not labelled with the required safety information, which includes a batch number together with manufacture or importer name and address details.

This information is legally required to be on the product to allow for traceability should there be a concern as to the products safety. As such the product in its current state could not be sold legally and you are entitled to a full refund from the seller without delay.

Yours sincerely

[REDACTED]
[REDACTED]
Trading Standards Officer, Public Protection Division

Contact Number [REDACTED]

Please tell us if you need this letter in an alternative format

contacting the council:

stoke.gov.uk