



E-Commerce Product Quality and Compliance: Tips for Success

Q I M A
YOUR EYES IN THE SUPPLY CHAIN

Lab testing for regulatory compliance

Why do you need lab testing on your products?

Because we all need safer products and you as the seller are responsible for what you sell and that's why there are regulations. "Every" product must be chemically and physically safe for the consumer.

Should reports from the supplier be accepted?

Ideally, no! Old reports, tampered reports, reports from a lab which is not accredited are common issues and finally, you need "your own products" to be tested.

How often should the lab tests be repeated?

Once every year or if the materials, colors, or factory is changed – whichever is earlier



Lab testing for regulatory compliance

Test before bulk production and at the beginning of the production or at least the latter

You want the actual sample from the bulk to be tested as the true representative pieces of what will be sold under your listing

What if this is skipped?

Bad customer experiences, bad reviews, lawsuits and recalls can result

Is there a fixed cost of lab testing?

No, it can never be because every product is unique in itself.



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Key product details needed for quotations

1. Product name
2. Product specifications
3. Product picture
4. Materials used in the product
5. The intended use of the product
6. The age group of the user
7. Countries in which the product will be sold in
8. The country it is manufactured in
9. Do you also need help with product labeling, warning labeling, etc.?

Inspections for product quality

Pre-shipment inspections (when more than 80% of goods are ready and packed) is a must as you would like to make sure that the quality is good before the shipment moves out

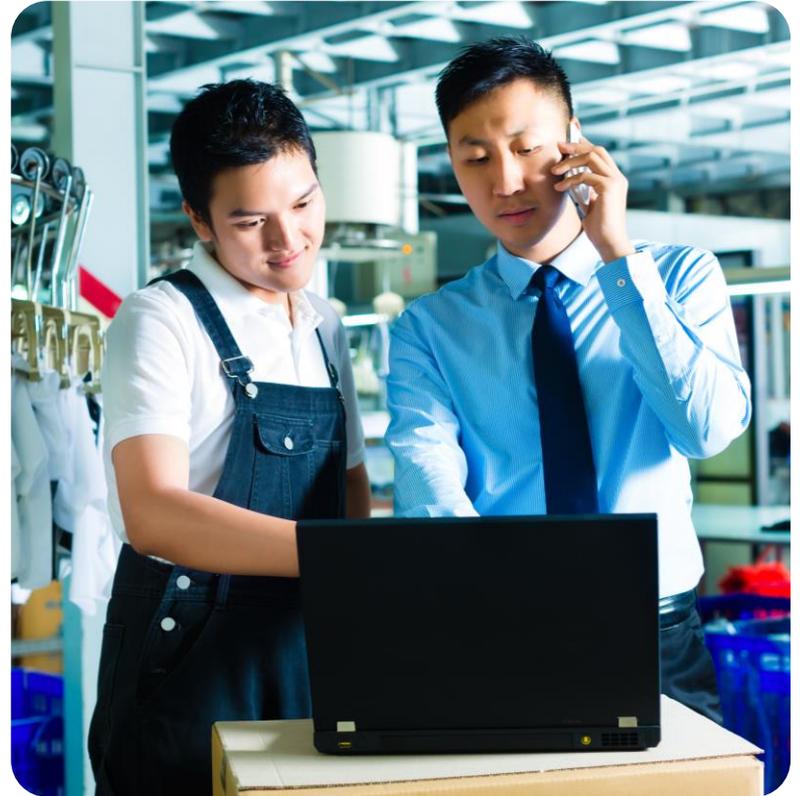
During production check between 20-80% stage is also suggested as it will help you know the status much earlier and you will have ample time to resolve the issues with the supplier

Pre-shipment inspection should be done at least 3 working days before the shipment date. Let the supplier move the goods only after you approve and for that you need time to read the report and discuss the defects with them

Prepare a checklist – Know your product, know your competition, ask QIMA for advice

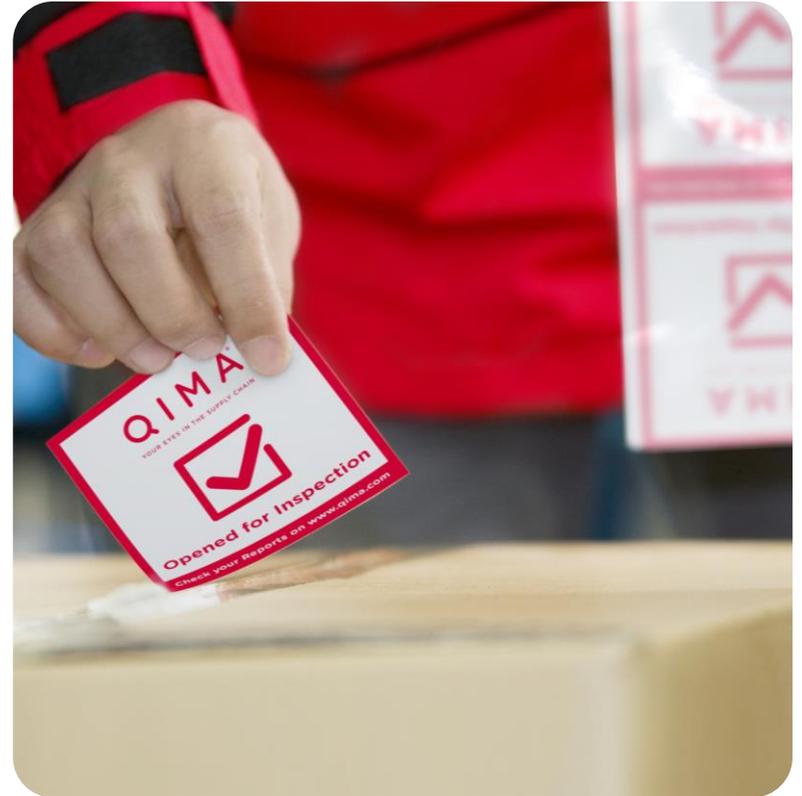
Key tips that can help you get a smarter way ahead

- Ask QIMA for a free lab testing quotation at product research stage
- If you are just starting with your e-commerce journey, start first with simpler products with lesser number of materials and preferably in adult age groups. Perhaps, avoid even the electronic products in the beginning
- Take control of the testing process yourself
- See examples of recalls on Recall lists of [CPSC](#) and [Safety Gate Alerts of ECHA \(European Chemical Agency\)](#)



Key tips that can help you get a smarter way ahead

- Get the inspection checklist translated into the language of the factory and give it to them before they start producing
- Ask QIMA for lab testing and product quality & performance
- Do what is right and do not do what “most people do”
- Verify suppliers with manufacturing audits and ethical audits



How QIMA can help

- QIMA is a **fast-growing inspection, audits and lab testing** provider in the e-commerce market
- **35+ offices and labs** with on-the-ground presence in 85 countries
- Inspection **reports** on the **same day, lab testing reports** as early as **3 working days** onwards
- Accredited as **per ISO 17020, ISO 17025** and approved by **CPSC, ANAB** and many others
- Approved and **accepted by all major e-commerce companies**, including Amazon
- **Reports accepted in all major e-commerce markets** – US, Canada, UK, EU, Australia, Japan and Saudi Arabia



Thank You!

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