

# Hong Kong Customs alerts public on suspected unsafe hair dye products (with photos)

Hong Kong Customs today (November 30) announced that a total of 1 688 pieces of eight models of suspected unsafe hair dye products have been seized earlier. Members of the public should take extra care with regards to safety when using such products as prolonged contact with skin or use on damaged scalps may pose potential hazards of skin allergies and inflammation.

Customs earlier received information alleging that a number of suspected unsafe hair dye products were being supplied in the market. Customs officers immediately conducted an investigation and test-purchased eight models of hair dye products from a retailer in Central for safety testing.

According to the relevant safety and technical standards for cosmetics, the total bacterial counts of the eight models of hair dye products exceeded the maximum permitted limit by about 0.5 to 38 times, whereas only one model complied with the permitted limit of mould and yeast counts, with the rest of the seven models exceeding the maximum permitted limit by about one to 45 times. These hair dye products therefore failed to comply with the general safety requirements of the Consumer Goods Safety Ordinance (CGSO).

Customs officers later conducted an operation and seized a total of 1 688 pieces of the eight models of suspected unsafe hair dye products from a wholesaler in Kowloon Bay.

Apart from the retailer and the wholesaler connected with the case, Customs officers also conducted spot checks and inspections in various districts. Those eight models of products have not been found on sale so far.

An investigation is ongoing.

Customs reminds members of the public to observe the following safety tips when purchasing and using hair dye products:

- Read in detail the instructions for safe use of the products;
- Do not use the products on a damaged scalp;
- Do not let the products contact the eyes;
- If a skin allergy or discomfort occurs, rinse with water immediately; and
- Seek medical advice as soon as possible, especially if the symptoms persist or deteriorate.

Customs has been combating consistently the sale of products that fall short of the CGSO. Law enforcement action will be taken immediately if any violation of the CGSO is detected. Customs also reminds traders to comply

with the requirements of the CGSO in order to protect the safety of consumers.

Under the CGSO, it is an offence to supply, manufacture or import into Hong Kong consumer goods unless the goods comply with the general safety requirement for consumer goods. The maximum penalty upon conviction is a fine of \$100,000 and imprisonment for one year on first conviction, and \$500,000 and imprisonment for two years on subsequent conviction.

Members of the public with information relating to unsafe consumer goods may make a report via Customs' 24-hour hotline 2545 6182 or its dedicated crime-reporting email account ([crimereport@customs.gov.hk](mailto:crimereport@customs.gov.hk)).

