

Code of Practice

For Retailers

Eros members are responsible traders who:

- i** Sell only to adults 18 years and over, demand proof of age where necessary, and display appropriate age warnings on products.
- ii** Do not sell products via direct wholesale or sub-agents from service stations, convenience stores, supermarkets or from non-fixed premises such as caravans or street carts.
- iii** Sell products that have had quarterly due diligence and testing done to ensure that they are legal to sell.
- iv** Are responsive to Eros directions, especially when Eros is advised by police.
- v** Educate their staff about the nature of the products. This includes making available an educational brochure which identifies any adverse health issues; reinforcing a right of refusal to serve any customer that staff may suspect will be adversely affected by a product; and promotion of a help line phone number for customers.
- vi** Require all products to contain warning labels similar to alcohol and tobacco warnings, including warnings against driving or operating machinery following use. Contact details of the manufacturer, date of manufacture and contact for the National Poisons Centre should be attached.
- vii** Do not advertise their products in unrestricted or family areas.