

Dear Danish Consumer Council,

Thank you for your letter regarding the compliance testing of Temu products and for the opportunity to address the concerns you have raised.

We have carefully reviewed the issues highlighted in your correspondence, specifically the results of your tests on baby toys, USB chargers, and necklaces offered through the Temu platform. We note your finding that 26 of 27 baby toy products, 26 of 27 USB chargers, and 1 of 27 necklaces were identified as non-compliant with EU product safety legislation. In response, we have identified a total of 53 products matching these descriptions on our platform. The product details (category and product IDs) for these 53 items are as follows:

Baby Toys:	TEMU VE18328/IT25989-0001, TEMU UD29991, TEMU PV15319/IT25989-0004, TEMU VN01253, TEMU PX02597, TEMU WM144484, TEMU CC06089/IT25989-0009, TEMU AN212790, TEMU NM264427, TEMU EL86353, TEMU CV16292, TEMU AB338598/IT25989-0015, TEMU GW19541, TEMU WE09453, TEMU GJ282916/IT25989-0018, TEMU MP20132, TEMU GL18175/IT25989-0020, TEMU LW05448, TEMU EU132452, TEMU LD06049, TEMU WX198896, TEMU FC696183/IT25989-0026, TEMU VH15203, TEMU HU50826/IT25989-0025, TEMU QV285786, TEMU LK355692/IT25989-0030
USB Chargers:	TEMU VT31545, TEMU HP92475, TEMU VP105711, TEMU UH215485, TEMU BY237820, TEMU YV264227, TEMU TK299651, TEMU BU331788, TEMU RK330406, TEMU QJ379349, TEMU YJ386615, TEMU HM412221, TEMU CQ459057, TEMU RF507957, TEMU BC572962, TEMU JR608964, TEMU JW192894, TEMU BL668044, TEMU AT739553, TEMU VF781308, TEMU UF783729, TEMU UK98330, TEMU HM829628, TEMU AW855347, TEMU TX872507, TEMU VA283078
Necklaces:	TEMU HE73405

1. Consumer Reports and Handling

Regarding consumer complaints, we received a total of four consumer reports related to these products. Each report expressed consumer concerns but did not contain further evidence or technical details. Therefore, our initial assessment relied on the compliance documentation

provided by the sellers to verify product safety. Based on the documentation provided by the sellers at that time (such as product compliance certifications, test reports, and packaging labels), our initial review did not confirm non-compliance based on the documentation available at that time. However, we took each report seriously and advised consumers to contact customer service for further assistance.

To provide full transparency, we have summarized below the consumer reports we received and the actions taken at that time. Supporting documentation and test reports submitted by sellers are provided in **Annex I**.

Summary of Consumer Complaints and Platform Handling

Product ID	Date of Report	Consumer Concern	Verification Basis and Findings
TEMU NM264427	2025/7/8	Missing CE mark	Product packaging photos provided by the seller displayed a valid CE mark
TEMU QV285786	2025/7/8	Concern about excessive sound volume of toy	Seller's test report confirmed compliance with relevant acoustic standard item 4.20
TEMU RF507957	2025/7/8	Plug pin bent after several drops	Seller's certification and test report confirmed compliance
TEMU UK98330	2025/7/8	Product casing cracked after three drops	Seller's certification and test report confirmed compliance

2. Assessment Based on Additional Technical Information

Upon receiving additional technical information and supporting materials from Tænk and Stiftung Warentest, we conducted a further review of the products concerned. We immediately removed the products in question from sale and notified the respective sellers of the issues. Subsequently, we have received further feedback and supplementary information from several sellers. In line with our internal procedures, we reviewed these information carefully and provided feedback to your organization on August 13, 2025 regarding some of these products, and on October 17, 2025 to Stiftung Warentest regarding others, together with detailed explanations of our findings.

The relevant product IDs under dispute are as follows:

- **Baby Toys:** TEMU VE18328/IT25989-0001, TEMU UD29991, TEMU VN01253, TEMU PX02597, TEMU WM144484, TEMU CC06089/IT25989-0009, TEMU NM264427, TEMU GW19541, TEMU WE09453, TEMU MP20132, TEMU GL18175/IT25989-0020, TEMU LW05448, TEMU EU132452, TEMU LD06049, TEMU WX198896, TEMU VH15203, TEMU HU50826, TEMU QV285786.

- **Necklaces:** TEMU HE73405.

Detailed records of the seller appeals, correspondence, and our internal review notes are provided in **Annex II**. We are currently awaiting feedback and confirmation from both your organization and Stiftung Warentest before proceeding with further coordinated actions, including identical-product identification, potential recall measures, and additional consumer-protection steps if required.

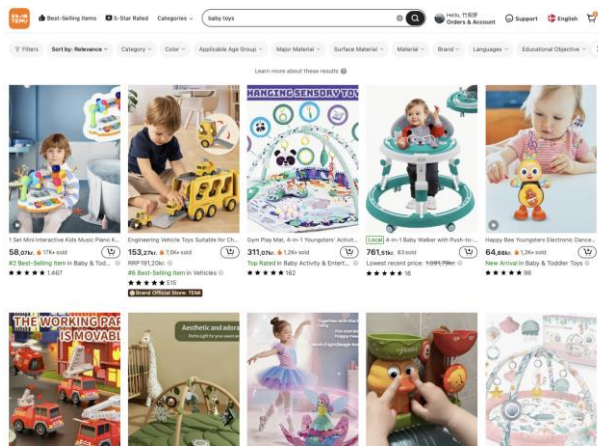
3. Corrective Actions and Next Steps

For the remaining products among these 53 that were confirmed to be non-compliant and potentially dangerous, Temu had already taken immediate action at that time by removing them from sale and notifying the respective sellers. While awaiting further information on corrective measures from the sellers, Temu has initiated a voluntary recall for those products that were determined to present a high risk to consumer safety, while proportionate measures (e.g., delisting, controls on identical listing, and enhanced monitoring) are applied to other cases pending any escalation. The recall is underway and is targeted for completion around mid-November 2025. We will inform you by e-mail as soon as the recall has been completed. The product IDs for the recall are as follows:

- **Baby Toys (recall):** TEMU PV15319/IT25989-0004, TEMU EL86353, TEMU AB338598/IT25989-0015, TEMU GJ282916/IT25989-0018, TEMU FC696183/IT25989-0026, TEMU LK355692/IT25989-0030.
- **USB Chargers (recall):** EMU HP92475, TEMU CQ459057, TEMU HM829628

Regarding products similar to those tested, we conducted a further review of the 53 items and confirmed that they have been removed from sale across all Temu EU site. At the same time, for those items not under dispute, we have identified and delisted any identical product listings. If you or other consumer organizations become aware of similar products that remain available for sale, we would appreciate it if you could share the relevant URLs with us so that we can further investigate. We will take prompt action, including reviewing our algorithmic and manual detection processes.

Finally, concerning the availability of baby toys on the Danish Temu site, our recent review indicates that baby toys are currently available for purchase in Denmark.



Temu takes product safety and regulatory compliance very seriously. We fully acknowledge our responsibilities as a Very Large Online Platform under the EU Digital Services Act. We remain committed to full compliance with EU product safety regulations and to cooperating fully with relevant authorities. We appreciate the role of the Danish Consumer Council in safeguarding consumer interests and welcome this dialogue. If you require any further information or clarification, please do not hesitate to contact us. We look forward to continuing to work with you in the future.

Sincerely,

Temu

No.	Product ID	Verification Basis																																																																														
1	TEMU NM264427																																																																															
2	TEMU QV285786	Test Report No.:SPF250101257 Date:Apr 12, 2025 Page 3 of 9 <table><thead><tr><th>Section</th><th>Description</th><th>Result</th></tr></thead><tbody><tr><td>4.15.5</td><td>Toy scooters</td><td>NA</td></tr><tr><td>4.16</td><td>Heavy immobile toys</td><td>NA</td></tr><tr><td>4.17</td><td>Projectiles toys</td><td>NA</td></tr><tr><td>4.17.1</td><td>General</td><td>NA</td></tr><tr><td>4.17.2</td><td>All projectiles</td><td>NA</td></tr><tr><td>4.17.3</td><td>Projectile toys with stored energy</td><td>NA</td></tr><tr><td>4.17.4</td><td>Certain projectile toys without stored energy</td><td>NA</td></tr><tr><td>4.18</td><td>Aquatic toys and inflatable toys</td><td>NA</td></tr><tr><td>4.19</td><td>Percussion caps specifically designed for use in toys and toys using percussion caps</td><td>NA</td></tr><tr><td>4.20</td><td>Acoustics</td><td>P</td></tr><tr><td>4.21</td><td>Toys containing a non-electrical heat source</td><td>NA</td></tr><tr><td>4.22</td><td>Small ball</td><td>NA</td></tr><tr><td>4.23</td><td>Magnets</td><td>NA</td></tr><tr><td>4.23.1</td><td>General</td><td>NA</td></tr><tr><td>4.23.2</td><td>Toys other than magnetic/electrical experimental sets intended for children over 8 years</td><td>NA</td></tr><tr><td>4.23.3</td><td>Magnetic/electrical experimental sets intended for children over 8 years</td><td>NA</td></tr><tr><td>4.24</td><td>Yo-yo balls</td><td>NA</td></tr><tr><td>4.25</td><td>Toys attached to food</td><td>NA</td></tr><tr><td>4.26</td><td>Toy disguise costumes</td><td>NA</td></tr><tr><td>4.27</td><td>Flying toys</td><td>NA</td></tr><tr><td>5</td><td>Toys intended for children under 36 months</td><td>P</td></tr><tr><td>5.1</td><td>General requirement</td><td>P</td></tr><tr><td>5.2</td><td>Soft-filled toys and soft-filled parts of a toy</td><td>NA</td></tr><tr><td>5.3</td><td>Plastic sheeting</td><td>NA</td></tr><tr><td>5.4</td><td>Cords, chains and electrical cables in toys</td><td>NA</td></tr></tbody></table> The test report is not valid without the stamp of testing institute or the special stamp of testing report. Copy of the report is invalid without the additional above mentioned stamp. The test report is not valid without the signatures or seals of the testing, reviewing and approving person. The test report is invalid if scribbled or altered. Any dispute of the test is received, exceeding which the testing body within 15 days after the test report is received, exceeding which the dispute will not be accepted. The result of the commission test is only referring to the sample(s) accepted. This report is forbidden to partly duplicate without the permission of our unit. Shantou Perfect Testing Technology Group Co., Ltd. Add: Room 706, 7/F., Zuo Cheng Building Middle Section of Yuling Road, Shangdai, Chenghua Street, Chenghai District, Shantou, Guangdong, China Tel: 0754-88894222 Email: spg@spg.net.cn Report searching: www.spg.net.cn	Section	Description	Result	4.15.5	Toy scooters	NA	4.16	Heavy immobile toys	NA	4.17	Projectiles toys	NA	4.17.1	General	NA	4.17.2	All projectiles	NA	4.17.3	Projectile toys with stored energy	NA	4.17.4	Certain projectile toys without stored energy	NA	4.18	Aquatic toys and inflatable toys	NA	4.19	Percussion caps specifically designed for use in toys and toys using percussion caps	NA	4.20	Acoustics	P	4.21	Toys containing a non-electrical heat source	NA	4.22	Small ball	NA	4.23	Magnets	NA	4.23.1	General	NA	4.23.2	Toys other than magnetic/electrical experimental sets intended for children over 8 years	NA	4.23.3	Magnetic/electrical experimental sets intended for children over 8 years	NA	4.24	Yo-yo balls	NA	4.25	Toys attached to food	NA	4.26	Toy disguise costumes	NA	4.27	Flying toys	NA	5	Toys intended for children under 36 months	P	5.1	General requirement	P	5.2	Soft-filled toys and soft-filled parts of a toy	NA	5.3	Plastic sheeting	NA	5.4	Cords, chains and electrical cables in toys	NA
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3	TEMU RF507957	HONG BIAO 弘 标 认 证 Page 4 of 100 Report No.: HB20241022013S-01 List of Attachments (including a total number of pages in each attachment): Attachment 1: EU national differences (24 pages) Attachment 2: Photo documentation (4 pages) Summary of testing: Tests performed (name of test and test clause): -- EN IEC 62368-1:2020+A11:2020; The submitted samples were found to comply with the requirements of above specification. Testing location: Unless otherwise indicated, all tests were performed at the location stated in "Testing procedure and testing location". Summary of compliance with National Differences (List of countries addressed): EU Group Differences, EU Special National Conditions. ☒ The product fulfils the requirements of EN IEC 62368-1:2020+A11:2020. Use of uncertainty of measurement for decisions on conformity (decision rule) : ☐ Internal procedure used for type testing through which traceability of the measuring uncertainty has been established: Procedure number, issue date and title: Calculations leading to the reported values are on file with the testing laboratory that conducted the testing. ☒ Statement not required by the standard used for type testing. When determining for test conclusion, measurement uncertainty of tests has been considered. The determination of the test conclusion is based on IEC Guide 115 in consideration of measurement uncertainty.
4	TEMU UK98330	HONG BIAO 弘 标 认 证 Page 4 of 97 Report No.: HB20241203004S-01 List of Attachments (including a total number of pages in each attachment): Attachment 1: EU national differences (26 pages) Attachment 2: Photo documentation (3 pages) Summary of testing: Tests performed (name of test and test clause): -- EN IEC 62368-1:2020+A11:2020; The submitted samples were found to comply with the requirements of above specification. Testing location: Unless otherwise indicated, all tests were performed at the location stated in "Testing procedure and testing location". Summary of compliance with National Differences (List of countries addressed): EU Group Differences, EU Special National Conditions. ☒ The product fulfils the requirements of EN IEC 62368-1:2020+A11:2020. Use of uncertainty of measurement for decisions on conformity (decision rule) : ☐ Internal procedure used for type testing through which traceability of the measuring uncertainty has been established: Procedure number, issue date and title: Calculations leading to the reported values are on file with the testing laboratory that conducted the testing. ☒ Statement not required by the standard used for type testing. When determining for test conclusion, measurement uncertainty of tests has been considered. The determination of the test conclusion is based on IEC Guide 115 in consideration of measurement uncertainty.

Annex II - Seller Appeals and Follow-up Documentation

- Copies of seller appeal submissions and supporting documents.

Documents Submitted to the Danish Consumer Council-13August 2025

No.	Documents
1	Annex – Seller Feedback on Product Compliance
2	IT25989-0001-00 Test Report 1
3	IT25989-0001-00 Test Report 2
4	IT25989-0009-00 Test Report 1
5	IT25989-0009-00 Test Report 2
6	IT25989-0020-00 Test Report 1
7	IT25989-0025-00 Test Report 1
8	IT25989-0025-00 Test Report 2
9	IT25989-0020-00 Test Report 2

Documents Submitted to the Stiftung Warentest -17 October 2025

No.	Documents
1	Annex – Seller Feedback on Product Compliance
2	Necklaces Test Reports
3	Toys Test Reports 1
4	Toys Test Reports 2
5	Removal Dates

- Platform correspondence with the Danish Consumer Council and Stiftung Warentest.

Danish Consumer Council-13August 2025

From: <@temu.com> <@temu.com>

Sent: Wednesday, August 13, 2025 4:04 PM

To: Stine Müller <sm@fbr.dk>

Cc: legal@eur.temu.com

Subject: Re: The Danish Consumer Council: Test of babytoys - Temu

Dear Stine,

Thank you for your email dated July 8 and for bringing this matter to our attention.

Upon receipt of your message, we promptly conducted an internal review. We can confirm that product No. IT25989-0009-00 was removed from our platform on April 3, 2025, and product No. IT25989-0030-00 was removed from our platform on April 8, 2025.

Additionally, we promptly removed the remaining listings upon receipt of your email. We can confirm that all the product listings mentioned in your email have now been removed.

The relevant details were also communicated to the respective sellers. Some of the sellers have since reached out with questions regarding certain non-compliance points you raised and wish to better understand the applicable compliance requirements, particularly concerning CE marking and mechanical safety. For further information, please refer to the attached document titled "Annex – Seller Feedback on Product Compliance". Please rest assured that these items will remain delisted.

As an online marketplace connecting consumers with third-party sellers, Temu does not manufacture the products listed on our platform. However, consumer protection is integral to our core values and far beyond a regulatory obligation. From day one, we have worked to offer quality products at affordable prices while embedding legal and ethical standards into our operations.

We have been closely following your organization's work in promoting consumer rights in Denmark, and we greatly value your leadership in advancing online product safety. Your advocacy has set a strong benchmark for responsible digital commerce.

Given our shared commitment, we would welcome the opportunity to better understand the specific consumer concerns and regulatory priorities in Denmark, and to explore how we might align more closely with the standards you uphold. If possible we would be grateful for a brief introductory meeting at your convenience to discuss your priorities and share our compliance efforts.

Thank you very much for your time and consideration. We look forward to the opportunity to connect and collaborate.

Stiftung Warentest-17 October 2025

Antwort 1: Anbietervorinformation zur Datenüberprüfung für die
von Produkten von Online-Marktplätzen



Sehr geehrter Herr Dr. Ostermann,

vielen Dank für Ihre E-Mail vom 8. Oktober und dafür, dass Sie uns auf diese Angelegenheit aufmerksam gemacht haben.

Nach Erhalt Ihrer Nachricht haben wir unverzüglich eine interne Überprüfung durchgeführt. Wir können bestätigen, dass über 85 % der von Ihnen hervorgehobenen Produkte mit Non-Compliance-Problemen bereits vor Ihrer E-Mail von unserer Plattform entfernt wurden und die verbleibenden betroffenen Produkte unmittelbar danach gelöscht wurden. Alle von Ihnen beanstandeten Produkte mit Non-Compliance-Problemen wurden inzwischen von der Plattform genommen (delisted). Die jeweiligen Entfernungsdaten entnehmen Sie bitte der beigefügten Excel-Datei (*Removal Dates_Temu*).

Die relevanten Details wurden zudem an die jeweiligen Verkäufer weitergeleitet. Einige Verkäufer haben sich seither mit Fragen zu einzelnen von Ihnen angesprochenen Non-Compliance-Punkten gemeldet und möchten die geltenden Konformitätsanforderungen – insbesondere in Bezug auf die CE-Kennzeichnung und die mechanische Sicherheit – besser verstehen. Weitere Informationen hierzu finden Sie im beigefügten Dokument mit dem Titel

Antwort 2: Anbietervorinformation zur Datenüberprüfung für die
von Produkten von Online-Marktplätzen



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Antwort 3: Anbietervorinformation zur Datenüberprüfung für die
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