



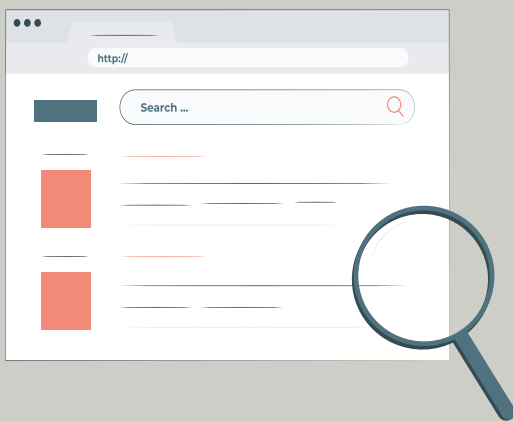
Food Safety Tips When Buying Food Online

Buying Food Online a Growing Trend

With the prevalence of e-commerce platforms¹, groceries, prepacked food products, or even cooked meals can be easily purchased online and delivered right to our doorsteps. While we enjoy the benefits and convenience of online shopping, we should also be aware of the risks involved. Here are **6 tips** to guide you on making an informed decision when buying food online.

1

Know WHO you are buying from



- Buy your food from established and reliable e-commerce platforms or online food sellers
- You can do a quick search online to find out more on who you are buying from
- Avoid buying from unknown or dubious sources, websites or platforms, especially if there are no identifiable contact details provided
- When buying online directly from overseas sources, be aware that they do not come under SFA's regulatory regime

- Look out for online listings that provide sufficient information, such as details of the food product, food seller's contact information (e.g. mobile number, business address, etc.), and past reviews, if available

¹ Refer to platforms which conduct activities related to the buying and selling of food via the Internet

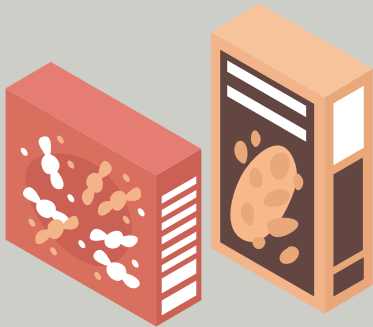
Know WHAT you are buying



- Be aware of deals that appear too good to be true, especially those which are offered for sale at a significantly lower price
- Information on food labels helps consumers make food choices. You can refer to the nutrition information panel or contact the local food business operator if you need further information about the product
- Do keep in mind that no single food can provide all the nutrients you need, or prevent, alleviate or cure a disease/condition.
- Consumers with medical conditions should consult a doctor on their suitability for consuming a food for health purposes

Look out for the following information to help you make an informed decision when buying food products online:

Prepacked food



Common name or description of food

Complete list of ingredients (including ingredients that are known to cause hypersensitivity to individuals like allergens)

Net contents

Name and address of local food business operator (e.g. manufacturer, packer, importer, distributor, producer or agent)

Country of origin

Groceries or cooked meals (ready-to-eat food)



Name/description/photograph of food

Net contents

Country of origin/source of food

Name and address of local food business operator

Storage instructions

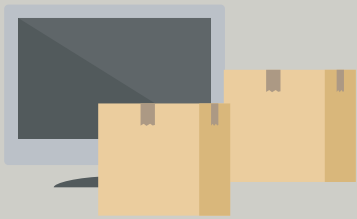
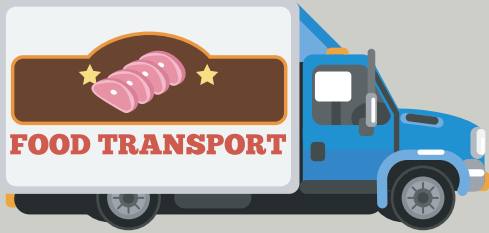
Declaration of foods and ingredients that are known to cause hypersensitivity/allergens

SFA licence/registration number (where applicable)

Grading details (where applicable)

3

Be aware of the LIMITS



For more information, click [here](#) or scan the QR code below



- All **commercial food imports** that enter Singapore must be brought in by licensed/registered traders
- Food that is brought into Singapore by travellers returning from overseas, or by parcel posts, are only allowed for **personal consumption** and not for sale. An import permit is also not required if:
 - ✓ The food products will not be sold commercially
 - ✓ The type of food product is allowed
 - ✓ The amount is within the allowance
 - ✓ The source country is approved by SFA
- Consumers must be aware of the risks associated with consuming food items brought in through such means

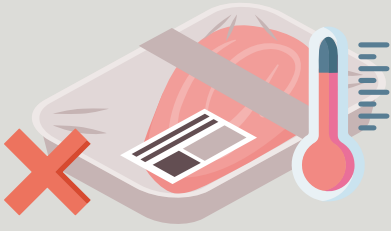
4

Check your purchases upon DELIVERY

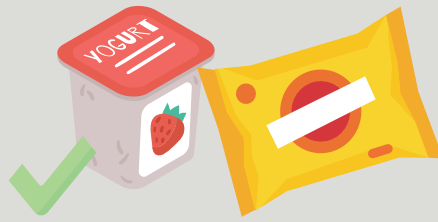


- Ensure prior arrangements are made with the online food seller for prompt and proper delivery of food products
- Promptly store the food at the proper conditions upon delivery, such as in your fridge if it is a chilled or frozen food product

Check the conditions of the food products immediately upon receipt:



Chilled products are received in chilled form



Food packaging is not torn, leaking, opened, or infested with insects



Bottled milk or drinks are properly sealed



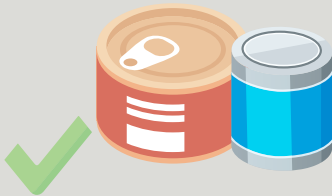
Frozen products are not received in thawed form.



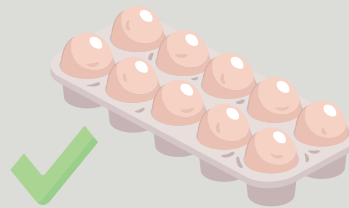
Food has not turned mouldy or rancid



Food products have not passed its expiry date



Canned food is not badly dented, bloated or rusted



Eggs are not cracked

5

Be in the KNOW



- Food safety is a joint responsibility of the consumers, the food industry and the government
- As consumers, it is important to be equipped with knowledge of food safety risks and safe food practices to protect your own well-being and the well-being of your family

Food safety educational materials, food alerts and recalls, labelling information

Please click [here](#) or scan the QR code for more information.



6

CLARIFY when in doubt



- Whenever in doubt, ask for more information before deciding to make a purchase
- You can seek clarification from the online food seller or from the e-commerce platforms if:

- ✓ The food product description or pictures displayed do not clearly state the food product information
- ✓ The online listings do not display the food seller's information
- ✓ The food products are not received in the appropriate conditions

Know your rights as a consumer. For more information, please visit the following

General advice for consumers to make informed purchasing decisions



Please click [here](#) or scan the QR code for more information.

The Consumer Protection (Fair Trading) Act (CPFTA) and Lemon Law



Please click [here](#) or scan the QR code for more information.



If you come across any food safety-related matters or potentially errant online food sellers on e-commerce platforms, please report to SFA via the online feedback form at www.sfa.gov.sg/feedback, or scan the QR code below.

