



GPSR

General Product Safety Regulation

What is **GPSR**?

The **General Product Safety Regulation (GPSR)** introduces requirements for most consumer non-food products offered for sale in EU, including used, repaired and refurbished products.

As of **December 13, 2024**, all offers must comply with GPSR requirements, and non-compliant offers may be subject to removal.

What you need to know about GPSR

Who?

Sellers with listings of non-food consumer products in Amazon's EU stores, including second-hand products + Brand sellers who have not provided information about the Responsible Person

What?

Sellers must provide Amazon with the following information: a) Contact details Person Responsible for the product; b) Contact details of the manufacturer; c) Images or documents with safety information and product warnings

When?

Non-compliant listings may be removed as of December 13, 2024

Where?

Sellers must submit the requested information, documents, or images in Seller Central (on AHD - Account Status, Product Upload, or Image Upload).

What should I do?

To comply with the Amazon GPSR enforcement policy, you must upload the following information for each offer in Seller Central:

Responsible Person

Name and contact information (email address) of the Responsible Person (at BRAND level)

manufacturer

Name and contact information (email address) of the Manufacturer (at BRAND level)

Warnings and product safety information

You must indicate the product's warning and safety information on the product page, as appropriate, in the language of the country of sale.

You can provide this information by providing:

1. **images**
2. **product documentation**
3. or security certificate in Seller Central

Responsible Person and Manufacturer

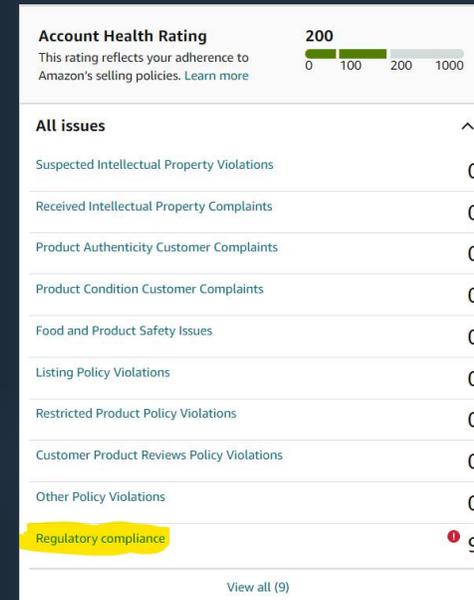
You can provide them directly from: Performance > Account Status > Regulatory Compliance

Persona Responsabile

- The manufacturer or owner of the brand, as long as it is based in the European Union.
- An importer based in the European Union.
- An authorized representative based in the European Union, appointed in writing by the manufacturer or trademark owner as a responsible person.
- A logistics management service provider based in the European Union, if there are none of the above cases in the European Union.

Manufacturer

The name of the manufacturer and contact information must be indicated on the product page, as well as on the product label sold in the EU



What is this for?
Add the responsible person's name and contact information for brands that you are associated with on Amazon Brand Registry in one of the EU's official languages.
Reason: From December 13, 2024, you must display this information on product detail pages for most non-food consumer products to comply with the General Product Safety Regulation (GPSR). [Find out more](#)

Add new Responsible Person Address

Name or company:

Address line 1:

Address line 2 (optional):

City:

State, region or province:

Postal code (optional):

Country:

Email or URL:

[View the full guide here](#)



Responsible Person and Manufacturer

1. Go to the Account Status page:

Go to 'Product Policy Compliance', 'Open' tab

2. Identify listings:

Column → *Which items are affected?*

You'll see the brand or combination of ASIN and SKU.

Column → *Reason*

The type of information requested will be indicated (contacts of the manufacturer, of the responsible person or warning and safety information).

3. Submission of information:

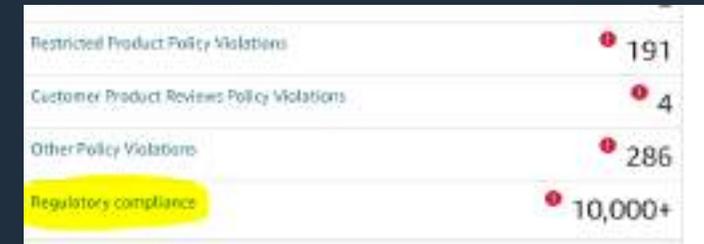
Click on Next Steps click on 'Submit' and enter the information.

For contacts of the manufacturer/responsible person: you can select data already provided or add new information.

4. Validates

Contacts and certificates: immediate validation

[View the full guide here](#)



| | |
|--|---------|
| Restricted Product Policy Violations | 191 |
| Customer Product Reviews Policy Violations | 4 |
| Other Policy Violations | 286 |
| Regulatory compliance | 10,000+ |



| Reason | Date | What was affected? ASIN |
|--|------|-----------------------------------|
| > GPSR: Responsible Person contact details | | |
| | | 1 ASIN impacted 1 SKU impacted |



| At-risk sales | Action taken | Next steps |
|---------------|--------------|--|
| | | Submission status <input type="button" value="Submit"/> Status: Your submission is required. |

Product Safety and Compliance Information on Amazon

1. If you are interested in knowing in advance what the requirements are for ASIN /CATEGORY:

- You can find out the required warnings and information by visiting the Product Safety and Compliance page → [link](#)
- Use the [product compliance portal](#) to search for compliance requirements for each ASIN or Product Family

Examples: Toy safety warnings and chemical risks.

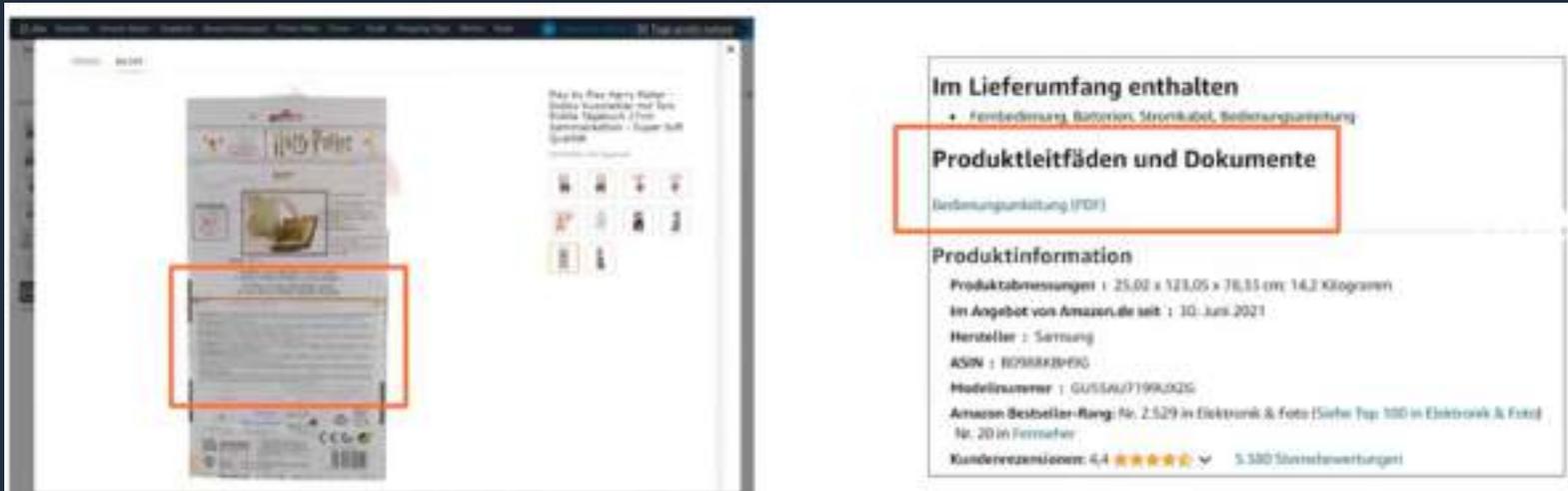
2. Where are the warnings and requirements visible on Amazon

Warnings may be visible in the image block or in the Guides and documents section of the product.

3. How to upload images and documents:

Follow the detailed instructions on the Product Safety page [link](#) in *Account Status*

Safety Notices and Information (PSI)



EN: WARNING! Please remove and discard all ties before giving the toy to the end user and processed recycled materials. Colour, design and content of the product may vary without notice. Please refer to the information on the back of the product.

ES: ¡ADVERTENCIA! Retire y deseché todos los soportes antes de dar el juguete a los niños. El juguete está hecho de materiales reciclados procesados. Los colores, el diseño y el contenido del producto pueden variar sin previo aviso. Consulte la información en la parte posterior del producto.

FR: ATTENTION! Retirez et jetez tous les supports avant de remettre le jouet à partir de matériaux recyclés et traités. Les couleurs, les designs et les contenus du produit peuvent varier sans préavis. Consultez les informations sur la partie arrière du produit.

PT: ATENÇÃO! Retire e deslize-se de todos os suportes antes de dar o brinquedo aos materiais reciclados e tratados. As cores, o design e o conteúdo do produto podem variar sem aviso prévio. Consulte as informações na parte traseira do produto.

IT: AVVERTENZA! Togliere tutti i fili e i supporti prima di dare il giocattolo al bambino. Il giocattolo è realizzato con materiali riciclati e trattati. I colori, il design e il contenuto del prodotto possono variare senza preavviso. Consultare le informazioni sulla parte posteriore del prodotto.

DE: ACHTUNG! Bitte entfernen und vernichten Sie alle Haltebänder, bevor Sie das Spielzeug an Kinder und windungsbehafteten Materialien. Die Farben, das Design und der Inhalt des Produkts können ohne Vorwarnung variieren.

NL: WAARSCHUWING! Verwijder alle draadjes en steunbandjes voordat u het speelgoed aan een kind geeft, vervaardigd uit gerecyclede en verwerkte gerecyclede materialen. De kleuren, het ontwerp en de inhoud van de afbeelding op de verpakking wijzigen u aan deze informatie.

Before Reading This User Manual

The TV comes with this User Manual and an embedded e-Manual.

Settings & e-Manual

Warning! Important Safety Instructions

Please read the Safety Instructions before using your TV. Refer to the table below for an explanation of symbols which may be on your Samsung product.

| CAUTION |
|---|
| RISK OF ELECTRIC SHOCK. DO NOT OPEN. |
| CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). THERE ARE NO USER SERVICEABLE PARTS INSIDE. REFER ALL SERVICING TO QUALIFIED PERSONNEL. |
| This symbol indicates that high voltage is present inside. It is dangerous to make any |

Power

- Do not overload wall outlets, extension cords, or adapters beyond their voltage and capacity. It may cause fire or electric shock. Refer to the power specifications section of the manual and/or the power supply label on the product for voltage and ampere information.
- Power supply cords should be placed so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords at the plug end, at wall outlet, and at the point where they exit from the appliance.
- Never insert anything metallic into the open parts of this apparatus. This may cause electric shock.
- To avoid electric shock, never touch the inside of this apparatus. Only a qualified technician should open this apparatus.
- Be sure to plug in the power cord until it is firmly seated. When unplugging the power cord from a wall outlet, always pull on the power cord's plug. Never unplug it by pulling on the power cord. Do not touch the power cord with wet hands.

Security Advisories and Information (PSI)

How Sellers Can Demonstrate Compliance (PSI)

1. General Requirements:

- Local language
- Compliance at the ASIN level
- Images (uploaded once are valid in EU5)
- Documents (uploaded to each Marketplace if requested)

2. Documents (multi-language allowed)

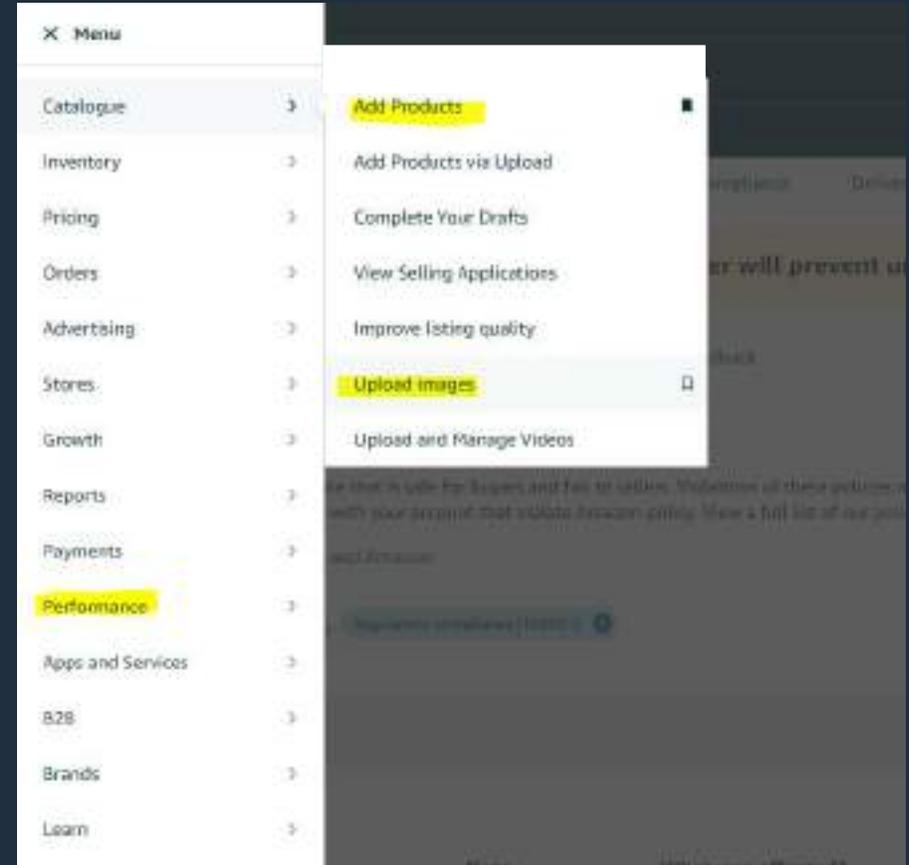
- Single upload via product change (pdf link) or Account Status (file upload)
- Bulk upload via xls template (pdf link)

3. Images

- Single upload via Image Manager (PS01-06)
- Bulk upload via image → upload zip folder with file (ASIN).PS01-06.jpg

4. Certifications

For specific product groups, sellers can attest to compliance without providing images or documents related to warnings and safety



Upload of Images and Documents (PSI)

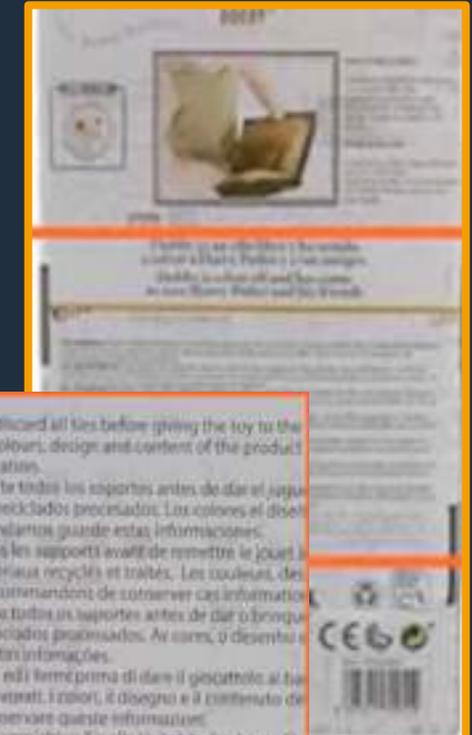
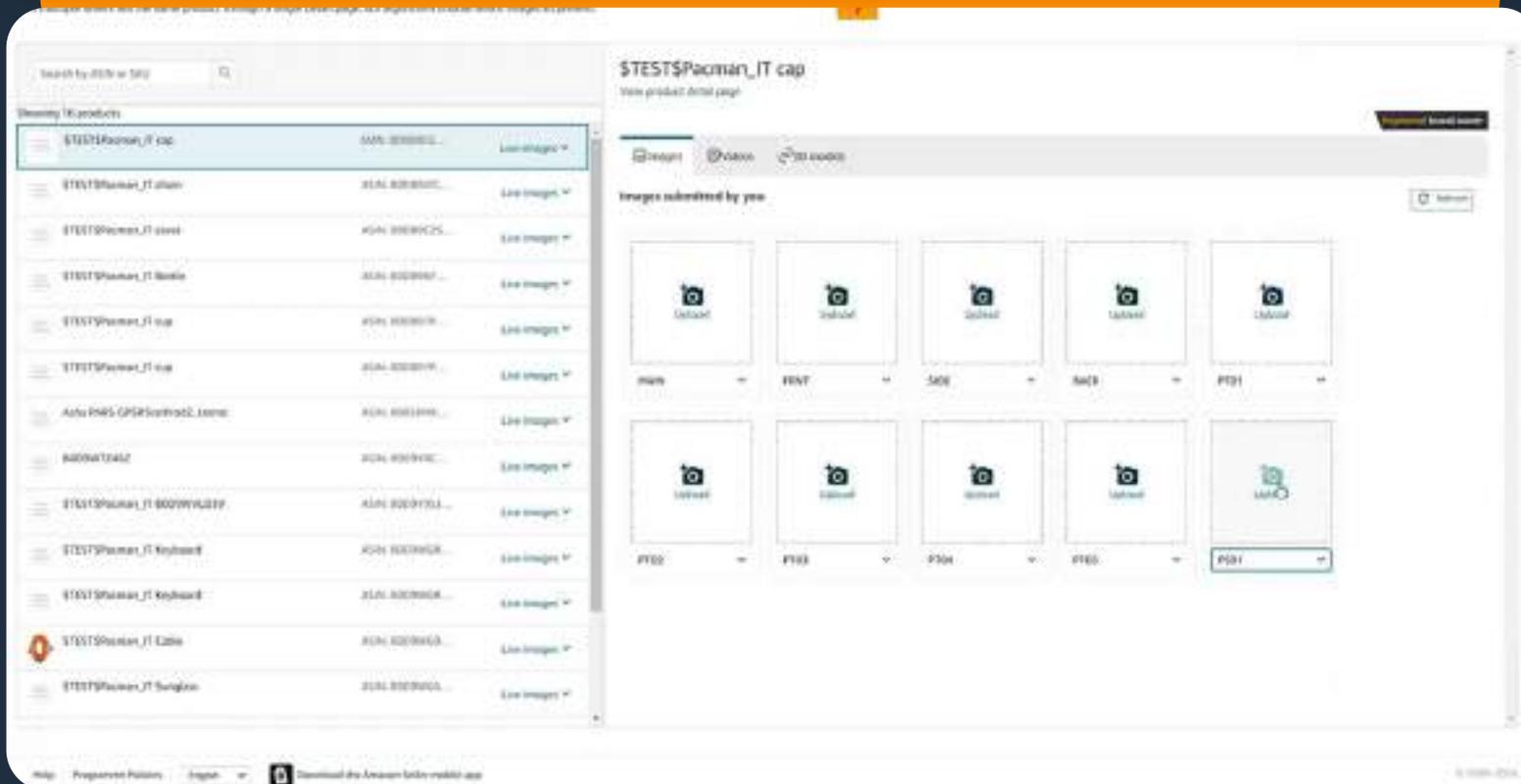


Upload Immagini con Avvertenze

One image at a time

Catalog > Upload Images > Image Manager

Upload each individual file with image label one-by-one, choosing the type PS01, PS02,..., PS06 (a single image is sufficient)



EN: WARNING! Please remove and discard all ties before giving the toy to the child and proceed with recycled materials. Colour, design and content of the product is recommended to keep this information.

ES: ¡ADVERTENCIA! Retire y desarte todos los soportes antes de dar el juguete a los niños y con materiales reciclados procesados. Los colores, el diseño y el contenido de la caja se recomiendan para conservar esta información.

FR: ATTENTION! Retirez et jetez tous les supports avant de remettre le jouet à l'enfant. Ne vous recommandons de conserver ces informations.

PT: ATENÇÃO! Retire e desfaça-se de todos os suportes antes de dar o brinquedo às crianças. Recomendamos guardar estas informações.

IT: AVVERTENZA! Togliere tutti i fili ed i fermi prima di dare il giocattolo al bambino. Consigliamo di conservare queste informazioni.

DE: ACHTUNG! Bitte entfernen und vernichten Sie alle Haltebänder, bevor Sie das Spielzeug an Kinder übergeben. Wir empfehlen, diese Informationen zu behalten.

NL: WAARSCHUWING! Voordat u het speelgoed aan een kind geeft, verwijder alle touwen. Gemaakt van nieuwe materialen en verwerkte gerecyclede materialen, afbeelden van de afbeelding op de verpakking. Wij raden u aan deze informatie te behouden.



Upload Immagini con Avvertenze

Caricamento di più immagini in blocco

Catalog > Upload Images > Image Manager

1. Create a ZIP folder with all the images of the labels of each ASIN and upload it to the dedicated section
2. Files named with ASIN + PS01 (or 02, etc.) + file extension (for example, B000123456.PS01.jpg) - [View the guide for renaming images](#)

Product safety and compliance

Images depicting warning and safety information for the product to meet product safety and compliance rules. These images are displayed under "Images, documents and contacts" in the "Safety and Product Resources" section of the product detail page. For more information, go to [Product safety and compliance](#).

PS01, PS02, PS03, PS04, PS05, PS06

Upload Images

Image Manager > Bulk image upload > Submission status > Image education hub > 3D asset preview

Bulk Image Upload

When multiple sellers sell the same product through a detail page, we help them choose which images to present.

To upload images in bulk, follow these steps:

1. Image files must be named with ASIN + variant code + file extension (for example, B000123456.MAN.jpg). See the [Name Your Image Files](#) help page.
2. The only accepted file types are JPG (preferred), TF, and GIF.
3. If uploading multiple images, you must create a ZIP file with all images inside before uploading. The ZIP file name may not contain emojis or other special non-ASCII characters.
4. After the upload, you can view the status of your images in the status report.

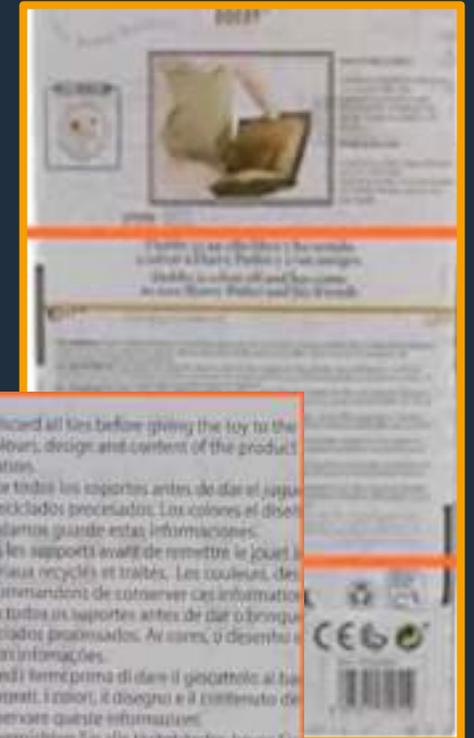
Images are displayed globally by default. Brand owners are not required to upload different images for each of the countries where they sell. However, brand owners with the equipment to file images that are specific only to particular countries can upload here.

Uploaded images

Drag or click to upload as images or ZIP file.
The ZIP file password can be longer than 70 characters and contain more than 1,000 images.

Cancel

Submit images



EN: WARNING! Please remove and discard all ties before giving the toy to the child and processed recycled materials. Colour, design and content of the product recommend you to keep this information.

ES: ¡ADVERTENCIA! Retire y desarte todos los soportes antes de dar el juguete a los niños y con materiales reciclados procesados. Los colores, el diseño y el contenido de la caja le recomendamos que guarde estas informaciones.

FR: ATTENTION! Retirez et jetez tous les supports avant de remettre le jouet à l'enfant. Ne jouez pas avec le jouet et conservez ces informations.

PT: ATENÇÃO! Retire e desfaça-se de todos os suportes antes de dar o brinquedo ao bebé. Recomece com materiais reciclados processados. As cores, o desenho e o conteúdo da caixa recomendamos que guarde estas informações.

IT: AVVERTENZA! Togliere tutti i fili ed i fermi prima di dare il giocattolo al bambino. Il giocattolo è realizzato con materiali riciclati.

DE: ACHTUNG! Bitte entfernen und vernichten Sie alle Haltebänder, bevor Sie das Spielzeug an ein Kind übergeben. Das Spielzeug ist aus recycelten Materialien hergestellt. Bitte behalten Sie diese Informationen.

NL: WAARSCHUWING! Voordat u dit speelgoed aan een kind geeft, verwijder alle bandjes. Het speelgoed is gemaakt van nieuwe materialen en verwerkte gerecyclede materialen. Behoud de afbeelding en de waarschuwing. Wij raden u aan deze informatie te behouden.

Upload Documents and Manuals

The upload of one of these documents can be used to demonstrate compliance with the GPSR

| | | | |
|----|-----------------------|---|-----|
| 5 | Fact sheet (patient) | A single-page document containing essential information about the product, substance, service or other topic. | Yes |
| 6 | Fact sheet (provider) | A single-page document containing essential information about the product, substance, service or other topic. | Yes |
| 7 | Installation manual | A document explaining how to install the product. | Yes |
| 8 | Instructions for use | A document explaining the product's intended purpose, how to use it correctly and any precautions to be taken. | Yes |
| 9 | User guide | A document intended to assist users in using the product. | Yes |
| 10 | User manual | A document that helps in using the product seamlessly by sharing detailed information related to operations, standards and functionalities. | Yes |
| 11 | Safety information | A document containing warning and safety information for the product. | Yes |

It is important that the type of Document is specified in the File Name

Upload Documents and Manuals

Loading the Single Document from the Inventory

[View the full guide here](#)

1. Seller Central Inventory select > Manage All Inventory.
2. Click Edit next to the SKU/ ASIN for which you want to add product documentation.
3. Select All Attributes on the left side of the page (this option may already be selected).
4. Select All Attributes on the left side of the page (this option may already be selected).
5. Click on the Compliance and Security tab.
6. Scroll to the Media Compliance section and fill in the following attributes:
 - **Media language:** Select the language code from the drop-down menu. If you're uploading a document written in multiple languages, select only the language of the main store.
 - **Content type:** Select the document type from the drop-down menu.
 - **Compliance:** insert the link to the documentation (*direct link to the PDF*)

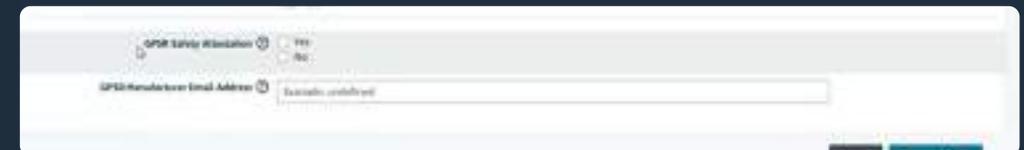
It is important that the type of Document is specified in the File Name



This screenshot shows the 'Compliance Media' section in Seller Central. A dropdown menu is open, displaying a list of document types such as 'Esempio: Manuale di dati di sicurezza', 'Manuale di emergenza', 'Certificato di origine', 'Certificato di conformità', 'Esempio', 'Scelta dell'applicazione', 'Esempio: sito compatibilità', 'Esempio: sito compatibilità per problemi', 'Scelta per l'utente', 'Informazioni di sicurezza', 'Manuale per l'uso', 'Manuale dell'utente', 'Manuale per l'installazione', 'Manuale di manutenzione', and 'Scelta della qualità'. The 'Esempio: Manuale di dati di sicurezza' option is currently selected.



This screenshot shows the 'Compliance Media Content Type' field in Seller Central. The dropdown menu is open, and the 'Esempio: Manuale di dati di sicurezza' option is selected. The 'Compliance Media Language' field is set to 'it_IT'.



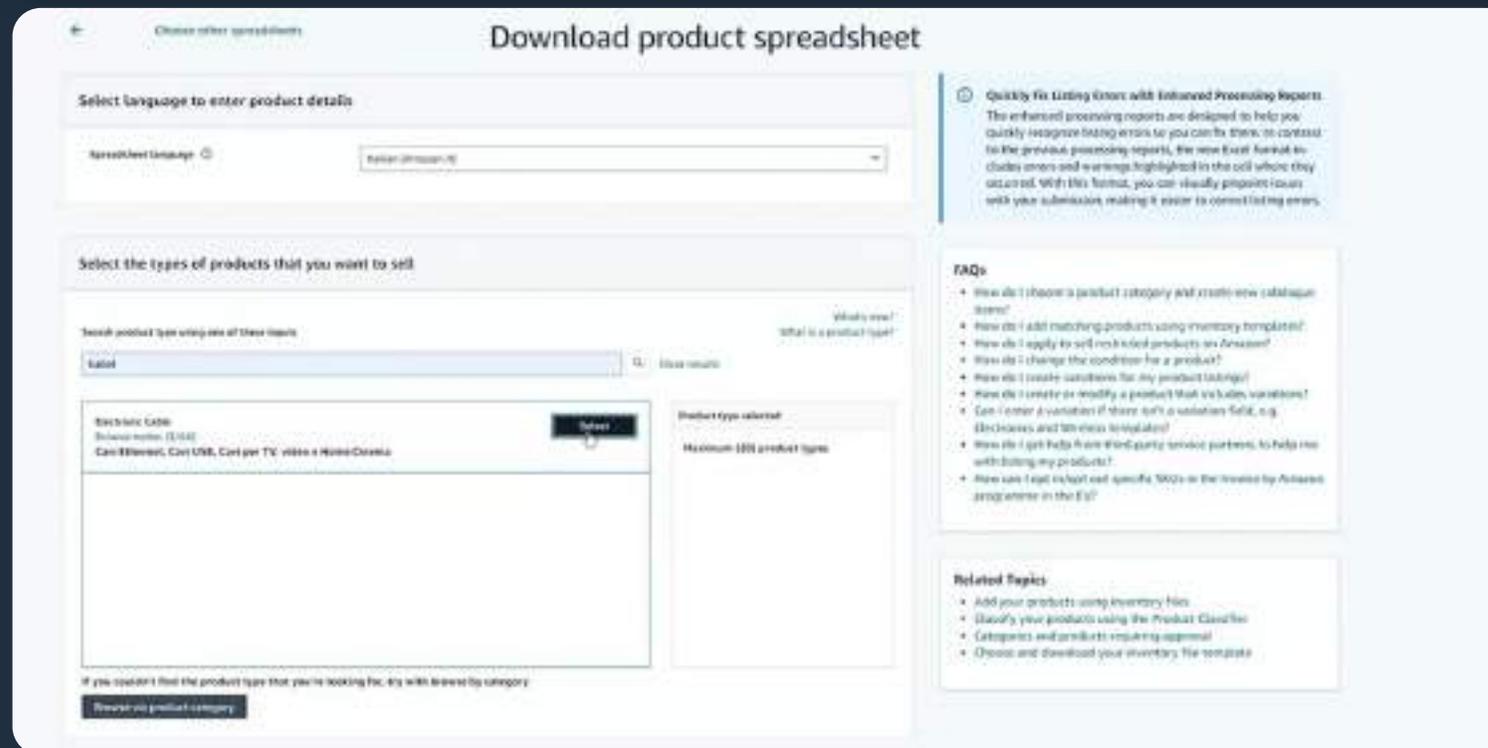
This screenshot shows the 'Compliance Media Source Location' field in Seller Central. The dropdown menu is open, and the 'Esempio: Manuale di dati di sicurezza.pdf' option is selected.

Upload Documents and Manuals

Bulk upload of multiple documents for multiple SKU/ ASIN

1. **Catalog in Seller Central > Add more products > Download spreadsheet > Products that are not currently in the catalog**
2. **Create only one spreadsheet for each type of product (category) and store (country) in the official language of that store**
3. **Select the individual store where you want to create the offers/upload the documents, deselect all stores except for the chosen country**

[View the full guide here](#)



Note:

Above the Create Spreadsheet button a message may appear asking you to download the beta version of the model in question. If you accept, a template will be created with the required attributes that will allow you to proceed with a massive upload.

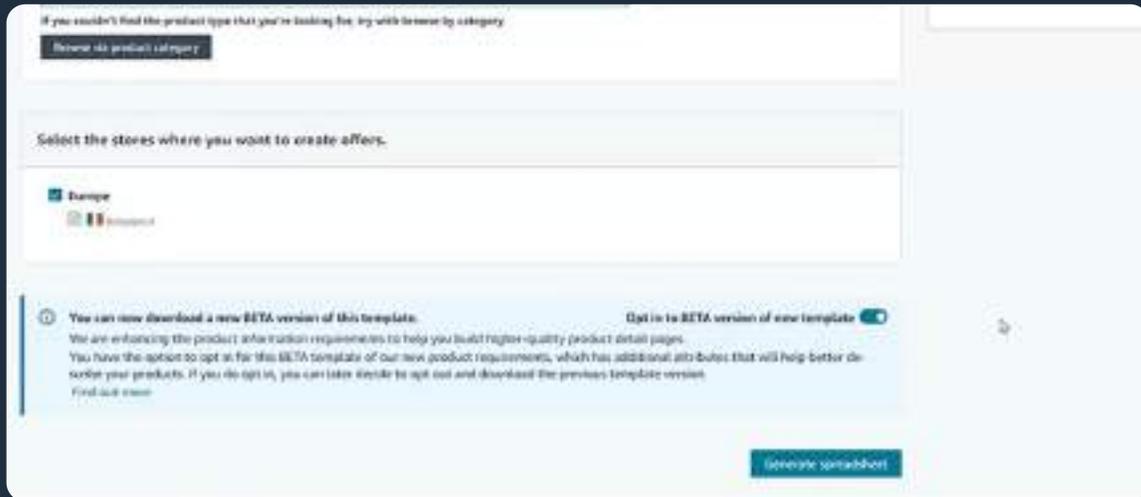
The inventory file templates are now available for all product types and stores, and that we've recorded a **video to guide** you through the process:

[https://d1t786yx9ktsca.cloudfront.net/EUC/V/ID/How to upload product documents in bulk for GPSR.mp4](https://d1t786yx9ktsca.cloudfront.net/EUC/V/ID/How%20to%20upload%20product%20documents%20in%20bulk%20for%20GPSR.mp4)

Upload Documents and Manuals

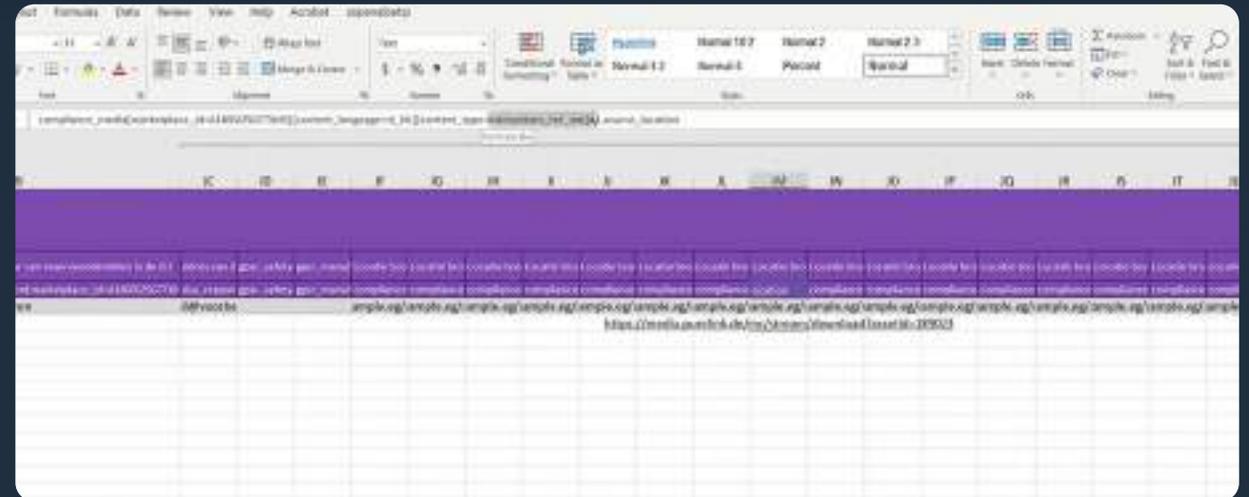
Bulk upload of multiple documents for multiple SKU/ ASIN

1. Find the section highlighted in purple Security and Compliance or Compliance. Alternatively, you can press 'Ctrl 'and' F 'on your keyboard to open a search box that allows you to search for this text.
2. Scroll to the last column of the section to find the columns for uploading product documentation. Change from category to category, also check in hidden columns.
3. Enter the link in the columns for the type of document you want to upload. URL where the product documentation is stored. It must be a direct download link or that opens a PDF. → [Watch the video tutorial](#)



Deselect all languages except the one in the country where you want to upload

[View the full guide here](#)



If it's an existing ASIN, provide only the SKU > Select Partial Update column option > choose category and node > search for purple compliance section where you can insert a link to the PDF



Upload and Check ASIN from Regulatory Compliance

Regulatory Compliance

1. Drop-down menu > Performance > Account Status > Policy Compliance > Regulatory Compliance
2. Order the most important ASIN and Required Actions for Risky Sales > Parts from Asin and click Submit in the Next Steps column
3. Review the required Compliance Information and upload it from this section or proceed with the methods explained in the previous slides
4. In this section you can upload: Responsible Person, Document File, Certificate of Conformity + Link to Image Tool
5. Check the successful requests in the Archived section

