

**Risk associated with online information:**

Without access to the physical goods, consumers cannot confirm the food quality simply through the textual descriptions and images provided. If the information provided by the online trading platforms is inaccurate, false, boastful or concealing facts, it may cause potential food safety hazards.

**Risk associated with food transport:**

In the case of sale and transport of food products bought online (especially food products bought online from overseas), it is hardly known whether the shipping agents are reliable and possess appropriately equipment for transport of the food products. Uncertainties that arise from many factors, such as transport conditions, hygiene conditions of equipment and the transport process would likely increase the food exposure to risks.

**Liability risk associated with overseas online shopping:**

The quality of food operators in overseas online shopping sites varies. It is uncertain whether they have a proper self-management system or supervision along the food supply chain. Once a dispute arises, it is very difficult to pursue a liability claim against them, thereby putting consumer's right and interest at risk. Moreover, if the food products imported from overseas are subject to mandatory inspection, it is necessary to understand the legal liability involved.



政府、業界、市民齊盡心

Para tal, vão o governo, o sector comercial e o público esforçar-se ao máximo
Combined efforts of government, food industry and public are required

「食品安全資訊」網頁：
<http://www.foodsafety.gov.mo>



WWW.  .COM

Get a Clear Understanding
of Food Safety Risks
Associated with
Online Shopping



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As the development of e-commerce becomes increasingly sophisticated, more and more people buy and sell products online. Though it offers convenience, consumers ought to be particularly careful when shopping for certain commodities (such as food products from overseas) on the Internet!

Are you aware of the risks associated with buying food products online?



● Are the ingredients reliable?



● How are the food processed?



● Is it legal to import by the right way?



● How are the products stored?



● How are the products transported?

Tips of Becoming a Smart Consumer:



Temperature control is especially important for the safety of fresh food, frozen food and ready-to-eat chilled food. They should be kept at refrigeration temperature (below 5°C) or freezing temperature (-18°C or below).



Fresh food, frozen food and ready-to-eat chilled food have to be properly transported under refrigeration or freezing conditions.



Do not leave fresh food, frozen food and ready-to-eat chilled food at room temperature for more than 2 hours.



Read the labels on the food packaging carefully and pay attention to the expiry date.



In accordance with Law No. 7/2003 "Foreign Trade Law" amended by Law No. 3/2016 and the Order of Chief Executive No. 209/2021, importers of fresh and live food products and animal derived products into Macao are required to make a declaration to the competent authorities and the products being subject to health inspection and quarantine.

Important Notes for Operators of Online Food Shopping Businesses and Food Purchase Agents:

In accordance with Law No. 5/2013 "Food Safety Law", the production and marketing of food in any form are regulated and bound by this law. The activities of running the online food shops and food purchase agents in Macao are received the regular surveillance of the Municipal Affairs Bureau (IAM). Operators of such activities must cooperate with the Department of Food Safety in inspection and food sampling, and abide the relevant standards and guidelines in their food production and business operation. If a food store is involved of a food safety issue, the store will be commanded to stop the sale of affected products. IAM also publicise this information. If there is sufficient evidence, the case will be transferred to the Public Prosecutions Office for follow-up actions based on the provision of "Crime de produção e comercialização de géneros alimentícios nocivos" (crime of production and operation of harmful food).

In accordance with Law No. 7/2003 "Foreign Trade Law" amended by Law No. 3/2016 and the Order of Chief Executive No. 209/2021, business operators who import of specific food products from outside of Macao are required to make a declaration to the competent authorities and the products being subject to health inspection and quarantine, otherwise the operators will assume the legal liability in accordance with the law.

Please scan the QR Code below to learn more:
The thematic webpage of "Notes for Buying Food Online and Through Surrogate Shopping Service"

