



# Your guide to product liability claims

We expect all the products we buy to be safe and in good condition, yet this isn't always the case. Anything from cosmetics to toasters to diving equipment can cause an injury if they aren't up to scratch. RJW has successfully handled claims of all kinds, from single cases to the UK's largest group action (where a number of individuals join together to pursue a claim against a single defendant).

“ Very satisfied with the service conducted in a very professional and speedy manner. ”

**Client testimonial**

## Understanding your case

There are usually four main reasons why a product may be faulty and lead to a claim:

- A manufacturer failing to recall a product they know is faulty
- Poor design of a product
- Contamination during manufacturing
- Failure to display sufficient warning on a product

It's important to note that manufacturers can't escape liability just by putting a term in a contract.

If you have a faulty product and want to make a claim, make sure you keep the product or photographs of it together with any documents relating to your claim, such as packaging, instructions and purchase receipts.

If the product has caused an injury that requires rehabilitation, we will ensure that this is part of the claim. As well as obtaining the treatment you need, we will be able to put you in touch with relevant support groups.

## A recent case:

We are leading the UK's largest ever Group Litigation Order for a consumer product, representing more than 4,000 people. Thousands of people in the UK have now reported skin, chest and eye injuries after using imported leather furniture made by Chinese manufacturer Linkwise, which are thought to have contained sachets of Dimethyl Fumarate (DMF).

DMF is a fungicide contained in a sachet inside the sofas, inserted to prevent mould during shipping. Crystals contained in these sachets transform into toxic gas, particularly when exposed to heat. This can then pass through clothes, causing the sofa rash.

Use of these sofas, which were sold by Land of Leather, Walmsleys and Argos, has in some cases led to hospitalisation and been linked with deaths in both the UK and France.

As well as pursuing the company through the courts, we are also campaigning ceaselessly for the government to intervene to protect consumers and have been instrumental in securing a change in European law.

“Excellent faultless service. Highly recommend to anyone.”  
**Client testimonial**

Russell Jones & Walker Solicitors is regulated by the Solicitors Regulation Authority (SRA 54695) and the Ministry of Justice in respect of regulated claims management activities; its registration is recorded on the website [www.claimsregulation.gov.uk](http://www.claimsregulation.gov.uk).

Prepared by Russell Jones & Walker Solicitors 2010.

This fact sheet is for general guidance only and should not be treated as a definitive guide or be regarded as legal advice. If you need more details or information about the matters referred to in this fact sheet please seek independent formal legal advice. This information was correct at time of going to press.

**We pride ourselves on our fair fee structure – there is no charge for the initial consultation and we guarantee that you will receive 100% of any compensation awarded.**

Find out more  
**If you would like to know more about pursuing a faulty product claim, please contact us for a free, no-obligation meeting.**

Our offices  
**Birmingham, Bristol, Cardiff, Edinburgh, London, Manchester, Newcastle, Sheffield, Wakefield.**



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