

# BTSF

## Law infringement case study advance –

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Contract number 2017 96 05 – New Food Investigation Techniques –  
Phase II - *Course 2b: E-Commerce of food advanced*

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# BTSF Making a control purchase of FLEXA PLUS 2 – case study

- A practicing physician recommended that his patient obtain FLEXA PLUS 2 - allegedly highly effective for joint health.
- The patient had doubts about the efficacy and safety of the product.
- He contacted CAFIA and expressed his concerns Regarding the product FLEXA PLUS 2.
- CAFIA is a state authority responsible for the inspection of food supplements



# BTSF FLEXA PLUS 2 – case study (2)

An inspector conducted a product search and found FLEXA PLUS 2 promoted on the website

<http://xnovinky.com/>



At the bottom of the page an online order form was displayed with the “Buy now” button.



# BTSF FLEXA PLUS 2 – case study (3)

The inspector checked the information on the webpage and found:



**No** contact information

**No** terms & conditions

Information on the website **non-compliant** with both reg. 1169/2011 and Reg. 1924/2006

**No exact information on composition** – only „miraculous macy root extract containing high levels of vitamins E and A“ mentioned

Inspector decided to carry out a control purchase ....

Regeneration of joints

The total elimination of pain

**arthritis pain!**

# BTSF FLEXA PLUS 2 – case study (3)

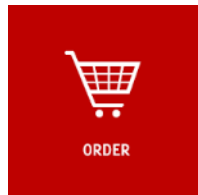
- An inspection team was nominated



- Inspector's cover identity established  
(name, e-mail address, mobile with special SIM card)



- Product ordered



# BTSF FLEXA PLUS 2 – case study (4)

- The consignment was opened in the presence of the inspection team.
- It contained a plastic bottle (labelled only in English) and a leaflet with instructions for use in Czech
- The required reports were made, and photos were taken.
- The product was sent to the accredited laboratory. Laboratory analysis revealed
- significantly less vitamin A (as retinol) and vitamin E (as tokoferol) than stated on the label



# BTSF FLEXA PLUS 2 – case study (5)

The inspectors found that the product was manufactured for:

- Delta Care Products LLC, 285 Fulton Street Suite 8500, New York.;
- The address of the logistics company was in Warsaw, Poland.
- However, the consignment was sent from a company based in Slovakia.



# BTSF FLEXA PLUS 2 – case study (6)

**Notification was sent via the AAC system to both  
Poland and Slovakia  
on June 26, 2016**

## Administrative Assistance and Cooperation

Request Received

CLASSIFICATION

**Subject**

Flexa Plus - lower vitamins  
content



# BTSF Response in AAC


**Poland** – date of response 29/03/2017  
– Polish colleagues established who produced the respective product and informed us that „too low vitamins A and E content was the result of an error in the conversion of pure vitamin A add in the form of retinol and vitamin E (tocopherol) in relation to the raw materials used“. Only one batch of 40,000 packets of supplement Flexa Plus (lot number: FP1-11-15) was produced by this producer.


**Slovakia** – info 24.2.2017 – in another AAC case SK informed that the delivery company was investigated by Slovak Police, however the delivery address is non existing.

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# BTSF CAFIA public awareness campaign

Text version | Remarks |

 **CZECH AGRICULTURE AND FOOD INSPECTION AUTHORITY**

 **food pillory**  
poor-quality, adulterated and dangerous food

Finding informations:   [Advanced search](#)

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[Act No. 106/1999 Coll.](#)

## Online Sales

Article count: 4

09/24/2018

**List of risky websites and products**  
[» Go to article](#)

05/23/2015

**Check of Internet Sale**  
[» Go to article](#)

12/11/2014

**Shopping on the Internet – Information Brochure**  
[» Go to article](#)

- In order to increase protection for our consumers


- CAFIA publishes a regularly revised list of sites/e-shops that may be risky

# BTSF FLEXA on the list of risky websites

**CZECH AGRICULTURE AND  
FOOD INSPECTION AUTHORITY**

**food pillory**  
poor-quality, adulterated and dangerous food

**MINISTERSTVO ZEMĚDĚLSTVÍ**



Finding informations:   [Advanced search »](#)

[Main page](#) / [Consumers](#) / [Online Sales](#) / List of risky websites and products

About CAFIA  
Press Releases

**List of risky websites and products**

09/24/2018

## Flexa Plus 2

Webpage status to 18. 5. 2016.

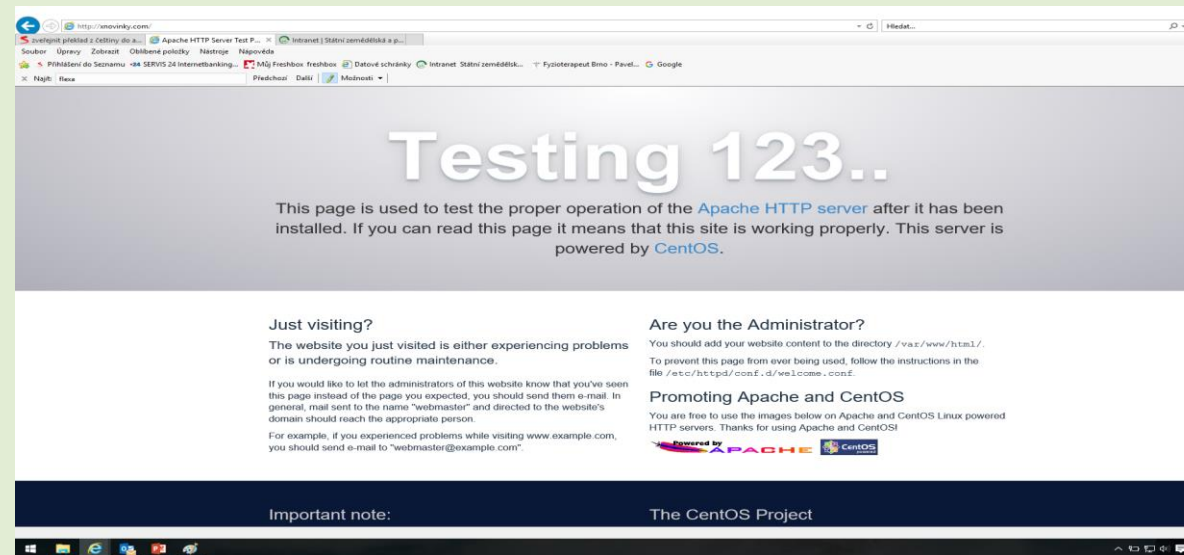
<http://xnovinky.com/>

### What to pay attention to?

The name of the supplier is not provided in the order. Although the whole webpage is in Czech language and prices are in Czech crowns, the seat of the supplier is with the highest probability outside the territory of the Czech Republic. The contact for the supplier is missing and there is no way how to return the goods, the product will not be probably possible to send back. The product fails to contain the declared amount of vitamins A and E.

# BTSF Website status on 30.10.2018

<http://xnovinky.com/>



**Website not active**

# BTSF Honey and Food Fraud

- Honey is the world's third-most adulterated food.
- The two most common fraudulent practices :
  - addition of cane sugar or corn syrup
  - mislabeling of geographic origin



# BTSF CAFIA and Honey



CZECH AGRICULTURE AND  
FOOD INSPECTION AUTHORITY

The Czech Agriculture and Food Inspection Authority carried out an extraordinary inspection of **honey produced in the Czech Republic.**

Focused on:

- verification of botanical and geographical origin of honey
- presence of residues of unauthorised antibiotics.

Sampling was carried out particularly at smaller retailers and stalls outside official markets  
**and also honey offered on the internet**



# BTSF Honey offered on an advertising portal

@( Bazoš.cz ... inzerce pro každého

Co:

Všechny rubriky

PSČ (místo):

Advertisement No:799990188

We sell **Czech honey** that is actually **made by bees in the local area.**

There is a limited quantity available,  
so **call John** to get more info  
at **+420 111 000 222**

Date: 8.2.2017

*Grandpa's honey –  
blossom forest honey*



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**9.2.2017** – the inspector established a hidden identity  
(name, e-mail address, mobile with special SIM card)

and called John



John provided her with his email address: [john.smith@seznam.cz](mailto:john.smith@seznam.cz)

**10.2.2017** – the inspector pretended to have an own bakery and ordered 150kg of honey using the fictitious email [mary.parker@email.cz](mailto:mary.parker@email.cz)

The seller answered and suggested face-to-face meeting



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**15.2.2017** - the inspector contacted John by phone and they agreed on the location (parking lot) and date of handover of the goods



**21.2. 2017** – the inspector and her colleague met John at the agreed-on parking lot.



Together they went to a family house where the honey was stored in the garage.



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**At the garage inspectors revealed their identity and the official inspection started.**



**Respective reports were made.**



**2 samples of honey were taken and sent to the accredited laboratory**



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**Subsequent laboratory analysis proved the presence of antibiotic residues (such as streptomycin and chloramphenicol) in both samples.**



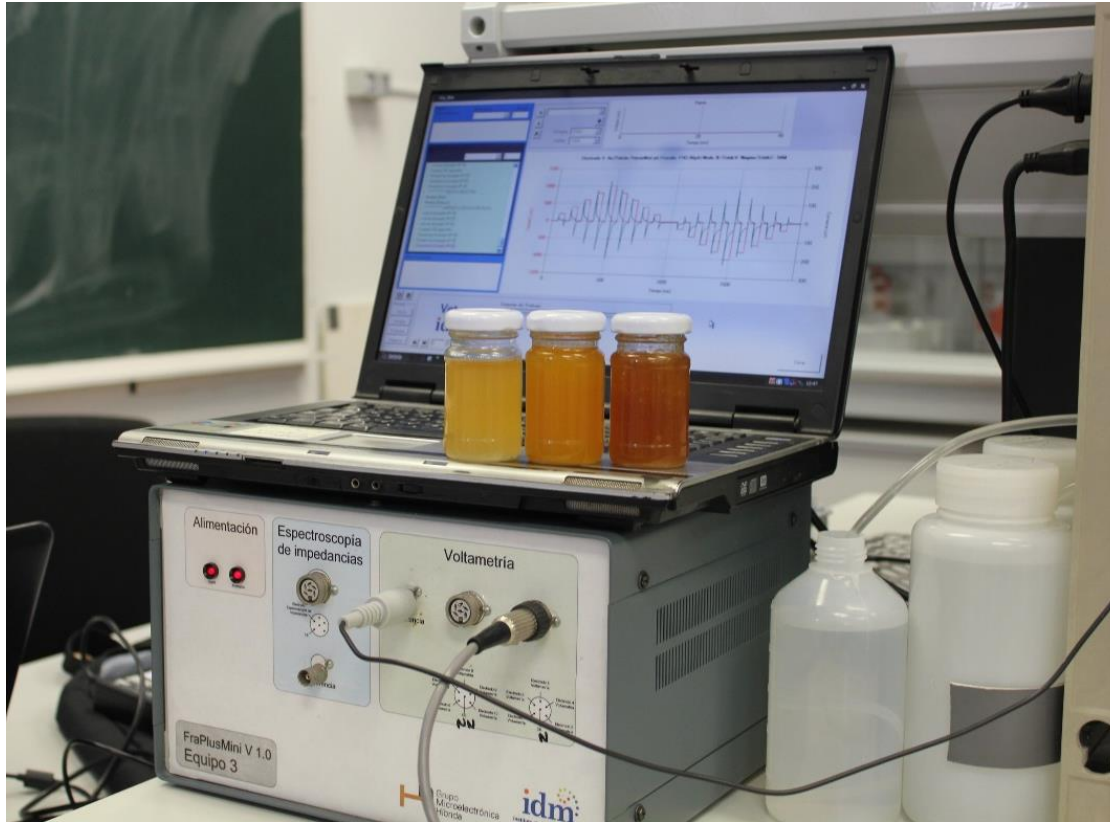
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**The presence of the antibiotic residues indicated geographical adulteration of the honey - in the Czech Republic, the treatment of bees with antibiotics is prohibited.**



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- Further analytical tests proved Eastern European and Chinese origin of the honey.
- Czech honey allegedly made by bees in the local area

**was actually from Eastern Europe and China!**

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# Thank you

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