

Which?

Child Car Seat Retailer Best Practice Charter

Every assistant selling child car seats or offering advice will:

- 1** Have received appropriate training on all the seats offered for sale, including those sold online.
- 2** Ask the weight and age of the child and ask if the child can sit upright unaided. For a proposed move from one stage to the next (eg Group 0+ to Group 1), ask about the child's height in relation to the existing seat.
- 3** Explain the benefits of keeping the child rearward facing for as long as possible (where the customer is looking to buy a Group 1 seat).
- 4** Be prepared to explain the potential benefits and drawbacks of rearward-facing Group 1 seats (where the customer is looking to buy a Group 1 seat).
- 5** Enquire what models of car the seat will be used in and have a reasonable knowledge of specific problems associated with that car and seat.
- 6** Explain the pros and cons of different types of restraint options available (eg integral harness, impact shield, two- and three-point Isofix seats vs belted seats).
- 7** Assess the suitability of the seat for the child and the seat in the car(s), if necessary referring to manufacturer data and fitting advice (eg documentation or website fit-finders etc).
- 8** Prior to selling the seat, wherever possible, offer to arrange to demonstrate at that store or another branch, in line with the instructions.
- 9** Explain how to make all the adjustments the buyer is likely to make during the life of the seat (eg harness, seat-back height, recline etc).
- 10** Respond, fully and positively, to any post-sale queries relating to any of the above, whether purchased in store or online.

