

**Application for the review of a premises licence or club premises certificate under the
Licensing Act 2003**

PLEASE READ THE FOLLOWING INSTRUCTIONS FIRST

I, _____ Assistant Director - Trading Standards

Apply for the review of a premises licence under section 51 of the Licensing Act 2003 for the premises described in Part 1 below

Part 1 – Premises or club premises details

Postal address of premises or, if none, ordnance survey map reference or description Bobby's Food & Wine – 163 High Street	
Post town Staines	Post code (if known) TW18 4PA

Name of premises licence holder or club holding club premises certificate (if known)

Number of premises licence or club premises certificate (if known)

Part 2 - Applicant details

I am

Please tick ✓ yes

- 1) an individual, body or business which is not a responsible authority (please read guidance note 1, and complete (A) or (B) below)
- 2) a responsible authority (please complete (C) below)
- 3) a member of the club to which this application relates (please complete (A) below)

(A) DETAILS OF INDIVIDUAL APPLICANT (fill in as applicable)

Please tick ✓ yes

Mr Mrs Miss Ms Other title

(C) DETAILS OF RESPONSIBLE AUTHORITY APPLICANT

Name and address Assistant Director - Trading Standards, Buckinghamshire and Surrey Trading Standards Service, Woodhatch Place, Cockshot Hill, Reigate RH2 8EF
Telephone number (if any)
E-mail address (optional)

This application to review relates to the following licensing objective(s)

- Please tick one or more boxes ✓
- | | |
|---|-------------------------------------|
| 1) the prevention of crime and disorder | <input checked="" type="checkbox"/> |
| 2) public safety | <input type="checkbox"/> |
| 3) the prevention of public nuisance | <input type="checkbox"/> |
| 4) the protection of children from harm | <input checked="" type="checkbox"/> |

Please provide as much information as possible to support the application (please read guidance note 3)

23 October 2023 a food registration form was received in the name of Bajaj Investments Ltd which provided a starting date for the business of 01/10/2023, with the representative of the Food Business Operator given as Pawandeep Bajaj. Bajaj Investments Ltd was incorporated on 26 May 2022.

12 February 2024 the premises sold a nicotine containing vape to a child assisting with an underage test purchase operation.

11 June 2024 a joint Police Licensing and Trading Standards visit was undertaken at the premises following a complaint of the sale of alcohol to a child; the business was advised about this matter and about non-compliances with imported food.

10 December 2024 Trading Standards visited the premises following complaints of the sale of vapes to children; the business was advised about these matters and about non-compliances with imported food. On this occasion the Premises Licence Holder confirmed that he paid Balwinder Singh to be the Designated Premises Supervisor.

16 April 2025 a multi-agency visit was conducted at the premises. 21 sticks of illicit tobacco were seized from under the sales counter together with an unlabelled cigar in breach of Trading Standards enforced legislation which was seized from the tobacco gantry display. The business was advised about non-compliances with imported food.

09 July 2025, Trading Standards wrote to Pawandeep Bajaj about the tobacco seized and the risk to the premises licence should any further illicit tobacco be discovered on the premises.

27 August 2025, the premises passed an underage sales test purchase for alcohol.

27 August 2025, a Police and Trading Standards visit was undertaken at the premises; 31 x illicit vapes were seized from a cupboard under the sales counter; 0.295kg of Oral Tobacco which is banned, was seized from under the sales counter;

Please tick ✓ yes

Have you made an application for review relating to the premises before

If yes please state the date of that application

Day Month Year

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If you have made representations before relating to the premises, please state what they were and when you made them

Notes for Guidance

1. A responsible authority includes the local police, fire and rescue authority and other statutory bodies which exercise specific functions in the local area.
2. The ground(s) for review must be based on one of the licensing objectives.
3. Please list any additional information or details for example dates of problems which are included in the grounds for review if available.
4. The application form must be signed.
5. An applicant's agent (for example solicitor) may sign the form on their behalf provided that they have actual authority to do so.
6. This is the address which we shall use to correspond with you about this application.

STATEMENT OF WITNESS

(Criminal Procedure Rules, r.16.2; Criminal Justice Act 1967, s.9)

Statement of:**Age of Witness:** Over 18
(If over 18, enter "Over 18")

This statement (consisting of page(s), each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated: 05/01/2026

Signature:

I am a Senior Trading Standards Officer with Buckinghamshire and Surrey Trading Standards and as such I am authorised under the Consumer Rights Act 2015; the Trade Marks Act 1994 and I am a Food Officer. I am making this statement in respect of an application seeking a review of the Premises Licence in relation to Bobby's Food & Wine – 163 High Street, Staines. Trading Standards received a food registration for the business dated 23 October 2023, which stated that the business had starting operating on 01 October 2023 and giving the name of Bajaj Investments Ltd as the name of the Food Business Operator. I can confirm that Bajaj Investments Ltd was incorporated on 26 May 2022. The premises were first visited by Trading Standards on 12 February 2024, when the member of staff sold, a nicotine containing vape to a 17 year old child assisting with the operation; the limited company was sent a warning letter about this offence on 09 May 2024 and this letter was acknowledged by Pawandeep BAJAJ. I produce and identify a /01 a copy of the letter. 29 February 2024, this Service was contacted by Spelthorne Borough Council Licensing confirming that an officer had visited the premises and that there had been issues with compliance with conditions on the premises licence; the officer also confirmed that he had witnessed suspicious activity concerning tobacco, in that 2 customers had

Signature: _____

Signature witnessed by: _____

come into the shop at separate times and on asking for tobacco had been told that the business didn't sell tobacco, when the officer could clearly see packs of cigarettes under the sales counter. One of the customers had also returned to the shop but immediately left upon seeing the officer still present. 11 June 2024, I visited the premises together with [redacted] Licensing Enforcement Officer, following a complaint that a child had been sold a bottle of Magnum Tonic Wine; Magnum Tonic Wine is 16% ABV (alcohol by volume) and is therefore an age restricted product. During the course of this inspection, it became apparent that there were a number of breaches of the conditions on the premises licence. I noted that the Designated Premises Supervisor was Balwinder SINGH. I can confirm that I was unable to locate any tobacco on the premises with the exception of tobacco blunts which were being displayed on the front of the sales counter, I advised the business to move these, being age restricted products. The premises had imported food on sale either without mandatory food information in English or with non-compliant food information; I requested traceability information, which is a legal requirement, for this food; I was provided with 2 documents, one an invoice and a second a cash sales receipt, which I've been unable to use to check if it relates to the food in question. I also confirmed that the premises were selling Magnum Tonic Wine. During the course of the inspection, I was informed that the premises did not sell tobacco. Prior to leaving the premises I provided the business with an inspection report, I produce and identify as [redacted] a copy of the inspection report. 04 October 2024, a complaint was received that the premises were selling alcohol and vapes to children. 08 October 2024 a complaint was received from a parent whose 14 years old child had allegedly purchased a 70cl bottle of vodka from the premises and had become very drunk and that the child had also previously bought vapes from the premises. 09 October 2024, intelligence was received that the premises were displaying Slushie drinks beside small minatures of spirit and that there were concerns that the business were selling alcoholic Slushie drinks aimed at children. 22 October 2024, a complaint was received from a parent that their son and his friends aged 12-13 years of age had been buying vapes and nicotine pouches from the premises since July 2024; it should be noted that whilst nicotine containing vapes are age restricted products, nicotine pouches are not,

Signature: _____

Signature witnessed by: _____

age restricted. 04 November 2024, intelligence was received that the premises was selling vapes to children and were also selling cheap smuggled tobacco; the intelligence continued that the owner was also selling vapes from his other shop in the parade and that the children were then committing anti-social behaviour in the area. 07 November 2024, intelligence was received that the premises were selling alcoholic Slushies. 22 November 2024 intelligence was received that the premises were selling vapes to children. 11 December 2024, I visited the premises to provide them with a letter about the allegations of the sale of nicotine containing vapes to children and to provide them with a copy of some underage sales guidance, I produce and identify as [REDACTED] /03 a copy of the letter. Pawandeep Singh BAJAJ was present in the shop at the time of my visit, so I also discussed the allegations with him, which he denied saying that it was the other businesses in the parade who were selling age restricted products to children. I also discussed with him about the Designated Premises Supervisor not appearing to be involved in the business; he confirmed that he paid Balwinder SINGH to be the Designated Premises Supervisor but that he, Pawandeep Singh BAJAJ was considering taking over as the Designated Premises Supervisor to reduce costs; no application to transfer the Designated Premises Supervisor has been received. The premises were again selling imported food either without mandatory food information in English or with non-compliant food information and I noted that they were selling Perla Black which is a super strength beer for £1.99 and when I queried this, Pawandeep Singh BAJAJ informed me that other businesses in the area were selling it for £1.49; both prices indicate that the beer is either being sold at a loss or is duty evaded/ duty diverted. The business also wasn't displaying a statutory tobacco notice and they were advised that this must be displayed as they were selling tobacco products. Prior to leaving the premises, I provided the business with a copy of a letter detailing the allegation of the sale of nicotine containing vapes to children and a copy of business guidance explaining the law together with a copy of my inspection report, I produce and identify as [REDACTED] /04 a copy of the inspection report and as [REDACTED] /05 a copy of the business guidance provided to the business. 03 March 2025, a parent complained that their child and a friend had travelled from Slough and had bought alcohol from the premises as they had been

Signature: _____

Signature witnessed by: _____

told that these premises were the place to go to get alcohol and that their child had to attend Accident and Emergency due to suffering an injury; the complainant also stated that the member of staff had told the child to leave a bag at the counter and to come back later to collect the alcohol. 13 March 2025 intelligence was received that the premises were selling vapes and alcohol to children and that the children were being told to place a bag by the side of the counter and then to come back later to collect to prevent the sale showing on the premises CCTV footage. 24 March 2025 intelligence was received that the premises and the linked vape shop were selling age restricted products to children and that the children were then committing Anti-social behaviour to other businesses in the area. 16 April 2025, a multi-agency inspection was undertaken at the premises; 21 sticks of illicit tobacco were seized from under the sales counter and 1 unlabelled cigar was seized from the vapes and tobacco gantry. The business was instructed to remove one brand of nicotine containing vapes from sale and to return to their supplier as I was aware that the products notification with MHRA had been revoked and they could not legally be sold; I also requested copy invoices showing the supply of these vapes to the business, (traceability information), these were never provided. The premises were not displaying a statutory tobacco notice as legally required and whilst the premises were selling a small selection of imported food, the same issues with non-compliant food information remained. I can confirm that the sticks of illicit tobacco which were seized, one pack was not labelled for the UK Market and was smuggled, whilst the second pack only contained 1 cigarette, the brand is a known brand of illicit whites. I was subsequently informed by Pawandeep Singh BAJAJ that these cigarettes were the member of staff's own personal cigarettes. Mr BAJAJ was provided with strong words of advice about his staff members storing personal goods in the shop and the risks to the business of having illicit tobacco on the licensed premises. Prior to leaving the shop, I left an inspection report detailing the issues discovered together with guidance about the forthcoming ban on single use vapes and the sale of tobacco and vapes, I produce and identify as [redacted] /06 a copy of the inspection report and I produce and identify as [redacted] /07 - [redacted] /08 a copy of the photographs I took of the tobacco products seized. 23 April 2025 a complaint was received from a parent whose child

Signature: _____

Signature witnessed by: _____

had bought vapes from the premises whilst wearing their school uniform and that the vape contained the equivalent amount of nicotine as smoking 80 cigarettes. The complaint continued that parents have complained to the shop about them selling vapes to their children but that the problem was continuing. 13 May 2025, intelligence was received that a child was buying vapes from the shop and then selling them on to other children. 21 May 2025, intelligence was received that the premises were selling alcohol and vapes to children. 02 June 2025, intelligence was received that the premises were selling alcohol and vapes to children and also telling the children to come back when the shop was quiet to buy them. 17 June 2025 a complaint was received from a parent that their 13 year old child had been buying vapes from the premises after school whilst wearing their school uniform and that this had been ongoing for a number of months. 09 July 2025, I visited the premises to hand deliver a letter following the seizure of tobacco products in April 2025; the same female member of staff who had been working in the shop in April 2025 was present at the time of my visit and I spoke to Pawandeep Singh BAJAJ on the telephone and explained what I was leaving for him and the action he needed to take; I also spoke to him and verbally advised him about some Labubu Dolls he had for sale, which I considered were counterfeit and potentially unsafe and some Dubai chocolate with non-compliant food information and the issues Nationally with non-declared allergens (unsafe food) which had been discovered with some brands of Dubai chocolate; he confirmed the area where the cash and carry was located, where he had purchased both items and that he had not been provided with invoices for these goods; I provided him with verbal advice about the businesses liability for these items should a customer or child be injured. August 2025, intelligence was received that a 15 year old child buys vapes from the premises. 27 August 2025, a child assisting with a Police led underage sales test purchase operation was refused alcohol by the member of staff working in the shop; a Police visit was undertaken at the premises afterwards and I was notified that the Police had discovered some products of interest; I attended the premises and I was informed that the police had discovered a backpack and black bin liner bag behind the sales counter containing tobacco and a quantity of vapes had been discovered in a cupboard behind the far corner of the sales counter. I took a

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Signature witnessed by: _____

number of photographs of the products discovered by the Police and can confirm that 31 Hayati Pro Max nicotine containing vapes were discovered in the cupboard, the vapes are single use in breach of the Environmental Protection Single Use Vapes Regulations, which came into force on 01 June 2025 and in respect of which the business was provided with advice in April 2025; the devices also contain a single tank of 10ml, exceeding the 2ml maximum single tank size and have not been notified to MHRA as required; 0.295g of Oral Tobacco was discovered by the Police under the till behind the sales counter, in particular these were 16 x 15g packs of Udla Panchhi Oral Tobacco labelled only for sale in USA and 8 x 6.84g packs of Cool Lip Tobacco, clearly not intended for the UK Market; Oral Tobacco of this type has been banned in the UK and Europe, except for Sweden, since 1992. 280 sticks of cigarettes were discovered in a black bin liner on the floor opposite the till behind the sales counter, further cigarettes were discovered in the back pack; I inspected the remaining items in the backpack and can confirm that I discovered 20 x Sildenafil tablets, labelling confirmed that these were manufactured in India; I was already aware that importers of medication must be licensed with MHRA (Medicines Health Regulatory Authority) and that Sildenafil can only be supplied in the UK via a prescription or purchased from a pharmacy; there is no legitimate reason for the business to have these on the premises. The following tobacco was seized by the Police; 189 sticks Parliament Aqua Blue Slims; 60 sticks Lambert & Butler Silver labelled as Duty Free Only and with indicators of being counterfeit; 60 sticks Marlboro Touch not labelled for the UK Market; 31 sticks Benson & Hedges Switch not labelled for the UK Market; 39 sticks Richmond King Size Blue with indicators of being counterfeit; 21 sticks of Mayfair Blue not labelled for the UK Market; 20 cigarillos Premium Blue not labelled for the UK Market; 4 sticks loose in the backpack, 2 x Marlboro Gold, 1 x Mayfair Blue King Size and 1 x Benson & Hedges Gold; in total 424 sticks were seized; none of the cigarettes were labelled for the UK market, none of the tobacco had HMRC Track and Trace labels and are therefore non duty paid/smuggled. Surrey Police also seized a quantity of cash from the backpack. Pawandeep Singh BAJAJ attended the premises whilst I was present and immediately stated that everything discovered was for the personal use of the female member of staff present and that he knew nothing about what had

Signature: _____

Signature witnessed by: _____

been discovered and hadn't been to the shop for 2-3 weeks due to personal reasons. Pawandeep Singh BAJAJ was fully aware that illicit tobacco had been discovered on the premises on 16 April 2025 and had received a letter from Trading Standards concerning this seizure and the legal consequences of being found with further illicit tobacco on the premises including a review of the premises licence. I produce and identify as /09 a copy of the letter. It seems unlikely, that if Pawandeep Singh BAJAJ had been unaware that there was still illicit tobacco on the premises, that he would not have noticed a reduction in the shop's sales figures for tobacco products. As regards the discovery of multiple packs of cigarettes that had been opened and which had missing cigarettes, this leads me to believe that the premises were also selling single cigarettes in breach of Trading Standards enforced legislation; there is potential that the sale of single cigarettes were to children. I produce and identify as /10 – /23 a copy of the photographs taken of the products seized. Samples of the cigarettes have been submitted to the relevant Brand Holders, the Lambert & Butler cigarettes and the Richmond cigarettes have been confirmed as being counterfeit, whilst the Mayfair cigarettes were produced for the Duty-Free Market. I have been unable to identify the Brand Holder for the Premium Blue cigarillos. I can confirm that I have undertaken some checks and the registered Food Business Operator for Bobby's Food & Wine is Bajaj Investments Limited with two directors, Pawandeep BAJAJ and Sumit Singh LOGANI. Prior to my various inspections at Bobby's Food & Wine, I had met Pawandeep Singh BAJAJ at another shop, Singh Hub – 157 High Street Staines; I attended those premises on 16 April 2024 following the receipt of complaints that the premises were selling nicotine containing vapes to children, upon entering the shop, I noticed that there were 2 young girls who clearly appeared under the age of 18 looking at the vapes inside the shop, upon seeing me, they said to the member of staff that they were looking for a phone charger but didn't know the brand they needed, they left the shop shortly after my arrival. I also noticed that the premises were selling shisha and nicotine containing vapes which appeared to be illicit. Having spoken to the member of staff in the shop and explained the reasons for my visit, I started an inspection of the goods, whilst doing this a male attended the premises whom I now know as Pawandeep Singh BAJAJ, I explained the

Signature: _____

Signature witnessed by: _____

reasons for my visit to him and that I had discovered a number of non-compliant products. Pawandeep Singh BAJAJ informed me that he had been meaning to train the staff on underage sales. In total I seized 0.9kg of Shisha which had non-compliant labelling in breach of Trading Standards enforced legislation; 266 vapes, the majority of which were nicotine containing and breached Trading Standards enforced legislation, but some labelled as containing 5% Nicotine which is above the maximum permitted limit of 2% Nicotine and others labelled as 0% Nicotine and in respect of which I either had knowledge that they actually contained Nicotine or where I had reasonable grounds to suspect that they contained Nicotine, all products were waived by Pawandeep Singh BAJAJ at the time and I provided him with a letter about the alleged sales of nicotine containing vapes to children and both verbal and written advice about preventing underage sales. One of the 0% Nicotine vapes was submitted for analysis which confirmed that the vape contained Nicotine above the maximum permitted limit. 27 May 2024 an advisory letter was sent to Pawandeep Singh BAJAJ as the Director of Nappa Ltd explaining the legal requirements for selling vapes and the various issues with the seized vapes and shisha, this letter was acknowledged by Pawandeep Singh BAJAJ, I produce and identify as [redacted] /24 a copy of the letter. On 27 August 2025, Singh Hub – 157 High Street Staines was also inspected; on this occasion one of the males working in the shop confirmed that he was the owner and gave his name as Sumit Singh LOGANI, in total 421 nicotine containing vapes were seized from the premises for breaching Trading Standards enforced legislation including the Environmental Protection Single Use Vapes Regulations and 4 bottles of E-liquids were seized from the premises on the suspicion that the contents contained THC. I subsequently discovered that Sumit Singh LOGANI is a Director together with Pawandeep Singh BAJAJ of Bajaj Investments Ltd the Food Business Operator of Bobby's Food & Wine. It is clear that at the time of the inspection at Bobby's Food & Wine on 27 August 2025, Pawandeep Singh BAJAJ was fully aware of both the legal requirements for the sale of nicotine containing vapes and the sale of tobacco products including the risks to the premises licence should illicit tobacco be discovered on the premises. I can confirm the terminology illicit tobacco covers a number of tobacco products; genuine tobacco products which have been produced

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Signature witnessed by: _____

for a non-UK market or for the duty free market, these products do not have plain packaging in breach of Trading Standards enforced legislation, non-UK tobacco without mandatory warnings in English in breach of Trading Standards enforced legislation and without HMRC Track and Trace labels; counterfeit Tobacco products which can also have issues with no plain packaging, without mandatory warnings in English and without HMRC Track and Trace labels and illicit whites which is a term used to describe brands of cigarettes with no legal market in the UK and have the same issues as described above; both illicit whites and counterfeit cigarettes will have missing re-ignition propensity controls. Where tobacco is referred to as sticks, this is the term used for a single cigarette. All illicit tobacco by its nature is non-duty paid and therefore smuggled. Illicit vapes is a general term used to describe vapes which breach the various legislation, either by exceeding the maximum single tank size, exceeding nicotine content, bypassing safety requirements or since 01 June 2025 being disposable.

Signature: _____

Signature witnessed by: _____

Email:
General Enquiries:0300 123 2329
www.bucksandsurreytradingstandards.gov.uk

Mr P Bajaj
Bajaj Investments Ltd
Bobbys Food & Wine
163 High Street
Staines-upon-Thames
Surrey
TW18 4PA

TRADING STANDARDS

Walton Street Offices
Aylesbury
Buckinghamshire HP20 1UP

Woodhatch Place
11 Cockshot Hill, Reigate
Surrey RH2 8EF

9th May 2024

Dear Mr Pawandeep Bajaj,

WARNING

Children and Families Act 2014
The Nicotine Inhaling Products (Age of Sale and Proxy Purchasing) Regulations
2015

I am writing to you as the director and owner of Bajaj Investments Ltd and Bobbys Food & Wine in relation to offences committed under the above legislation.

I have now reviewed the investigation report from Senior Trading Standards Officer, Jamie Yates, in relation to the sale of an age restricted product to a child that occurred at Bobbys Food & Wine, 163 High Street, Staines-upon-Thames, TW18 4PA.

On 12th February 2024 an attempt to purchase an E-Cigarette was made from your shop in Staines-upon-Thames and a SKE Crystal Blueberry peach vape was sold to the child assisting with the operation, who was 17 years old at the time of sale.

The staff member working in the shop confirmed that they were aware of the restrictions in place regarding the sale of these goods to minors.

An inspection report was left with the staff member following the test purchase advising that a child had been sold an E-Cigarette.



Buckinghamshire & Surrey Trading Standards
Woodhatch Place, 11 Cockshot Hill, Reigate Surrey RH2 8EF

Children and Families Act 2014
The Nicotine Inhaling Products (Age of Sale and Proxy Purchasing) Regulations
2015

I confirm that I have received this Warning letter from Buckinghamshire and Surrey Trading Standards and that I understand that:

If I commit any offences under the above legislation, Trading Standards may investigate and consider taking formal legal action against me whether as an individual, sole trader, partner in a business or a company director in line with their enforcement policy.

Signed:

Name: Mr Pawandeep Bajaj

Dated:

V Exhibit number

Signed

Date 17/11/2025 Issue October 2015



ing Standards, Walton Street Offices, Aylesbury, Buckinghamshire HP20 1UA ing Standards, Woodhatch Place, 11 Cockshot Hill, Reigate, Surrey RH2 8EF

Telephone: 0300 123 2329

Email: trading.standards@surreycc.gov.uk www.bucksandsurreytradingstandards.gov.uk

VISIT REPORT

Name of business Bobbi's Food + Wine Date 1/6/2024 Time 11:10 hrs

Alternative name Contact name

Address High Street Staines

Website E-mail

Reason for visit but hepatitis will have Tel. No.

Best practice advice/comment

A significant quantity of stock is not priced. Everything you sell must be priced or have a price displayed. I am requiring you to provide me with copy of invoices for all items listed in 1 and 2 to be completed by 25/6/2024 to a

Potential breaches identified

1) Food found on sale without mandatory food information in English - 7 Up cans, Thai Red Bull, Fanta bottles, Tropicana & other juice, Green 4 pack, Peils Teen Bubbles + Ambrosia bottles, 20p cans, Red Lion Bas Biscuits + Ramon Choclate Kit Kat brand - these are listed in removed from sale until such time as all mandatory food information is in the correct format in English and allergens explained. 2) Imported food without name + address of manufacturer + allergens explained - Kit Kat, Tropicana, Libby's, M&S, Tostitos, Uncle Chips, Lays, West sweets. 3) You need to move the blinds down the front of the counter + put up the counter - also restructure

contrary to and you are advised/required to take corrective action within days.

Officer (sign) (print name) Contact

Received by (sign) (print name) Position Cashier



Buckinghamshire & Surrey
trading standards

Tel: 01494 632195
Email: 
General Enquiries: 01494 632195
www.bucksandsurreytradingstandards.gov.uk

Bobby's Food & Wine
High Street
Stairley

TRADING STANDARDS

Walton Street Offices,
Aylesbury,
Buckinghamshire, HP20 1UP

Woodhatch Place, 11
Cockshot Hill, Reigate, Surrey
RH2 8EF

Your Ref:

Our Ref: 

14th December 2024

Dear Sirs

**Children and Families Act 2014
The Nicotine Inhaling Products (Age of Sale and Proxy Purchasing) Regulations
2015.**

This Service has received a complaint alleging that your business has supplied a nicotine inhaling product (E-Cigarette) to a person under the age of 18 years.

You are advised that it is a criminal offence to sell nicotine inhaling products to persons under 18 years of age and can lead to a fine of up to £2500.

A nicotine inhaling product is defined in the above Regulations as a nicotine inhaling device, nicotine cartridge or nicotine refill substance.

A nicotine inhaling device means a device which—

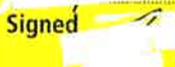
- (a) is intended to enable nicotine to be inhaled through a mouth piece (regardless of whether the device is also intended to enable any other substance to be inhaled through a mouth piece), but
- (b) is not tobacco, cigarette papers or a device intended to be used for the consumption of lit tobacco;



Buckinghamshire & Surrey
trading standards

V

Exhibit number  103

Signed 

Date 17/11/25

Issue October 2015



Buckinghamshire & Surrey trading standards

Trading Standards, Walton Street Offices, Aylesbury, Buckinghamshire HP20 1UA
 Trading Standards, Woodhatch Place, 11 Cockshot Hill, Reigate, Surrey RH2 8EF
 Telephone: 0300 123 2329
 Email: trading.standards@surreycc.gov.uk
 www.bucksandsurreytradingstandards.gov.uk

VISIT REPORT

Name of business Bobby's Food & Wine Date 11/12/2024 Time 14:30 hrs
 Alternative name Bjaj Wholesale Ltd Contact name Pawandeep B. Jaj
 Address High Street, Steeles
 Website E-mail
 Reason for visit U/S advice visit Tel. No.

Best practice advice/comment

Product with no label about underage sales & liquor guidelines

Potential breaches identified

1 Imported food on sale with no sufficient food information not labelled for our market - needs to be in English with "new"
2 No meat chilling & shelving to be done

contrary to Food Information Regs
 and you are advised/required to take corrective action within _____ days.

Officer (sign) _____ (print name _____) Contact _____
 _____ (print name _____) Position _____

Buckinghamshire & Surrey trading standards

V. _____

Exhibit number 104

Signed _____ 3 Page _____ of _____

Date 17/11/2025
 Issue October 2015




businesscompanion

trading standards law explained



Tobacco and vapes

In the guide

- What is meant by tobacco, tobacco products and vapes?
- Age restriction on the sale of tobacco products
- Age restriction on the sale of vapes
- Age of the person making the sale
- Persistent sales to under-18s
- Proxy purchase of tobacco and vapes
- Is it legal to sell single cigarettes?
- Can tobacco be sold from vending machines?
- Display and price marking of tobacco products
- Cigarette lighter refills
- Matches and lighters
- Defences
- Keeping within the law
 - Age verification checks
 - Operate a Challenge 21 or Challenge 25 policy
 - Staff training
 - Maintain a refusals log
 - Till prompts
 - Signage
 - Closed circuit television (CCTV)
 - Online sales
- Packaging, labelling, advertising and tracking
- Trading standards
- In this update
- Key legislation

This guidance is for England

Certain products cannot be sold to persons below a legal minimum age; for tobacco and vapes this legal minimum age is 18.

A packet of cigarettes must contain a minimum of 20 cigarettes and must only be sold in its original packaging. A notice must be displayed stating 'It is illegal to sell tobacco products to anyone under the age of 18'.

Tobacco products must not be on display in-store and there are also restrictions on how prices and price lists are displayed.

Young people should always be asked for proof of their age.

Note: in English and Welsh law, 'nicotine inhaling products' is the legal term used to describe vapes (which are sometimes also referred to as e-cigarettes) and associated products; the generic term 'vapes' is used in this guide.

What is meant by tobacco, tobacco products and vapes?

'Tobacco' is defined as including cigarettes, any product containing tobacco for oral or nasal use (for example, snuff) and smoking mixtures used as a substitute for tobacco (for example, herbal cigarettes). 'Cigarettes' include cut tobacco rolled up in paper, tobacco leaf and other material in a form that is capable of being immediately used for smoking.

A 'tobacco product' is defined as "a product consisting wholly or partly of tobacco and intended to be smoked, sniffed, sucked or chewed".

A 'nicotine inhaling product' means a nicotine inhaling device (used to inhale nicotine through a mouth piece), nicotine cartridge (contains nicotine and forms part of a nicotine inhaling device) or nicotine refill substance (generally known as e-liquid). Nicotine inhaling devices are commonly referred to as 'vapes' and the law covers both disposable and rechargeable types. In this guide, 'vapes' refers to all the products mentioned in this paragraph, not just the inhaling devices.

Age restriction on the sale of tobacco products

The law states that it is an offence for any person to sell any tobacco products (including cigarette papers) to a person under 18, whether or not it was for their own use. This is a strict liability offence, which means the owner of the business can be held responsible as well as the member of staff who made the sale. If you are charged with this offence, you have the defence that you took all reasonable precautions and exercised all due diligence to avoid committing the offence. This is commonly known as the 'due diligence' defence. The '**Keeping within the law**' section of this guide includes steps that can be taken to provide a 'due diligence' defence.

You must display a notice that states:

IT IS ILLEGAL TO SELL TOBACCO PRODUCTS TO ANYONE UNDER THE AGE OF 18

The notice must be displayed in a prominent position and be easily visible at the point of sale. The notice must be no less than 297 mm x 420 mm (A3) and the characters must be no less than 36 mm in height. Your local trading standards service or your tobacco supplier may be able to provide a notice for you to use. It is an offence if you do not have the required notice on display, although the 'due diligence' defence is available to you.

Age restriction on the sale of vapes

A person who sells a vape to someone under 18 commits an offence. This is a strict liability offence; the owner of the business can be held responsible as well as the member of staff who made the sale.

There is an exception for vapes that are licensed as medicines or medical devices. This exemption only applies to the extent to which the product is authorised.

If you sell vapes you might want to display a poster advising customers that you will not sell to under-18s:

If I sell vapes or nicotine refills to people under 18 TRADING STANDARDS WILL PROSECUTE ME

Note: unlike the tobacco poster, this is not a legal requirement and is simply suggested wording.

Single use, disposable vapes are increasingly popular with children, largely due to their bright colours, appealing flavours and price. You and your staff should be alert to attempts by children to buy these products and take extra care to avoid underage sales.

Additional guidance for pharmacies (and other retailers that have not traditionally sold age-restricted products) has been produced by the Department of Health and Social Care (which was known simply as the Department of Health at the time), the Medicines and Healthcare products Regulatory Agency and the Chartered Trading Standards Institute.

Age of the person making the sale

If you employ children in your business, it is not illegal for them to sell tobacco products, provided of course that the customer is not under 18. However, leaving unsupervised children selling tobacco is not recommended as they may find it difficult to refuse customers in their own age group.

Persistent sales to under-18s

If you are convicted of selling tobacco or vapes to persons under 18, and at least two other offences occurred in the preceding two years relating to the same premises, trading standards can make an application to a Magistrates' Court for a restricted premises order and/or a restricted sales order.

A restricted premises order prohibits the sale from the premises of any tobacco, cigarette papers or vapes to any person, by you or any of your staff for a period of up to one year. You are entitled to make representations to the court as to why they should not grant the order.

A restricted sales order prohibits a specified person who has been convicted of a tobacco or nicotine offence from selling any tobacco, cigarette papers or vapes to any person and from having any management function related to the sale of tobacco, cigarette papers or vapes for a period of up to one year.

Offences are committed if a person sells tobacco, cigarette papers or vapes when a restricted premises order is in place or if a person fails to comply with a restricted sales order.

Proxy purchase of tobacco and vapes

An adult who buys or attempts to buy tobacco, cigarette papers or vapes on behalf of someone under 18 commits an offence. This is called 'proxy purchasing'.

It is the buyer and not the trader who commits an offence under these circumstances. However, be aware of young people loitering outside your premises; they may ask adult customers to buy tobacco, cigarette papers or vapes for them. It is advisable to refuse such sales.

Is it legal to sell single cigarettes?

No. A packet of cigarettes must contain a minimum of 20 cigarettes. It is an offence to sell cigarettes to any person other than in their original package. This means you must not split a pack and sell in lesser

Operate a Challenge 21 or Challenge 25 policy

This means that if the person appears to be under 21 or 25, they will be asked to verify that they are 18 or over by showing valid proof of age.

Staff training

Make sure your staff are properly trained. They should know which products are age restricted, what the age restriction is and the action they must take if they believe a person under 18 is attempting to buy. It is important that you can prove your staff have understood what is required of them under the legislation. This can be done by keeping a record of the training and asking the member of staff to sign to say that they have understood it. These records should then be checked and signed on a regular basis by management or the owner.

Maintain a refusals log

All refusals of tobacco and tobacco products should be recorded (date, time, incident, description of potential buyer). Maintaining a refusals log will help to demonstrate that you actively refuse sales and have an effective system in place. Logs should be checked by the manager / owner to ensure that all members of staff are using them.

A specimen refusals log is attached.

Some tills have a refusals system built in. If using a till-based system, you should ensure that refusals can be retrieved at a later date. You should also be aware that some refusals are made before a product is scanned.

Till prompts

If you possess an EPoS system then it may be possible to use it to remind staff of age restrictions via a prompt. Alternatively, stickers can be used over certain product barcodes.

You should note that till prompts will not help you prevent offences under the Tobacco Advertising and Promotion (Display) (England) Regulations 2010 as the scan and prompt takes place after the display has been made.

Signage

You must display the legally required tobacco notice (see '**Age restriction on the sale of tobacco products**' above). It is not a legal requirement but you can, if you wish, display a poster advising customers that you will not sell e-cigarettes or nicotine refills to under-18s (see '**Age restriction on the sale of vapes**' above). These should deter potential purchasers and act as reminders to staff.

Closed circuit television (CCTV)

A CCTV system may act as a deterrent and reduce the number of incidents of underage sales.

Online sales

If you sell by distance means, such as online or via a catalogue, you should set up an effective system capable of verifying the age of potential purchasers. Please see 'Online sales of age-restricted products' for more information.

Packaging, labelling, advertising and tracking

For information on the requirements regarding packaging etc, see 'Tobacco, vapes, etc: packaging, labelling, advertising and tracking'.

Trading standards

For more information on the work of trading standards services - and the possible consequences of not abiding by the law - please see 'Trading standards: powers, enforcement and penalties'.

In this update

Terminology changed from the legal name to the more commonly used 'vapes'.

Last reviewed / updated: December 2022

Key legislation

Children and Young Persons Act 1933

Children and Young Persons (Protection from Tobacco) Act 1991

Cigarette Lighter Refill (Safety) Regulations 1999

Tobacco Advertising and Promotion Act 2002

Protection from Tobacco (Sales from Vending Machines) (England) Regulations 2010

Tobacco Advertising and Promotion (Display) (England) Regulations 2010

Tobacco Advertising and Promotion (Display of Prices) (England) Regulations 2010

Children and Families Act 2014

Nicotine Inhaling Products (Age of Sale and Proxy Purchasing) Regulations 2015

Standardised Packaging of Tobacco Products Regulations 2015

Please note

This information is intended for guidance; only the courts can give an authoritative interpretation of the law.

The guide's 'Key legislation' links may only show the original version of the legislation, although some amending legislation is linked to separately where it is directly related to the content of a guide. Information on changes to legislation can be found by following the above links and clicking on the 'More Resources' tab.

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Source URL: <https://www.businesscompanion.info/en/quick-guides/underage-sales/tobacco-and-vapes>

Buckinghamshire & Surrey
trading standards

Trading Standards, Walton Street Offices, Aylesbury, Buckinghamshire HP20 1UA
Trading Standards, Woodhatch Place, 11 Cockshot Hill, Reigate, Surrey RH2 8EF

Telephone: 0300 123 2329

Email: trading.standards@surreycc.gov.uk
www.bucksandsurreytradingstandards.gov.uk

* 1 hour left you on tobacco (with)
re Tobacco + vapors and the
single use vapes box.

VISIT REPORT

Name of business Bobby's Food & Wine Date 16/04/25 Time 14:30 hrs

Alternative name Contact name

Address High Street Stevenage

Website E-mail

Reason for visit short notice + home Tel. No.

Best practice advice/comment

5) Imported food without mandatory food information - Nubooz Zap, Blue + Green forte bottles, Think up 2.0e + forte bottles, USA smooths + London smooths/vapors - these must be removed from sale until such time all mandatory food information is in the correct format in English with any allergens emphasized in the ingredients list with any required hypochlorite warning PLU's a name + address for the importer - you have been advised previously.

5) I am requiring copy invoices showing the supply of local monkey vapors - to be provided by 3/4/25 or else

Potential breaches identified

- 1) Sale of 21 sticks of cigarettes - (Top Gun + Redmond Blue) non child proof / tamper proof
- 2) Sale of 12 cigars - in breach of labelling requirements
- 3) Local monkey vapors - remove from sale + return to supplier - initial registration has been received so these can not be sold
- 4) You must display a statutory tobacco notice - you have been advised previously

contrary to to 10.1.1 & 10.1.2 of the Tobacco (Signage) Regulations 2015 and you are advised/required to take corrective action within days.

Officer (sign) (print name Contact
..... (print name Position Sales

Buckinghamshire & Surrey
trading standards

V
Exhibit number
1/06

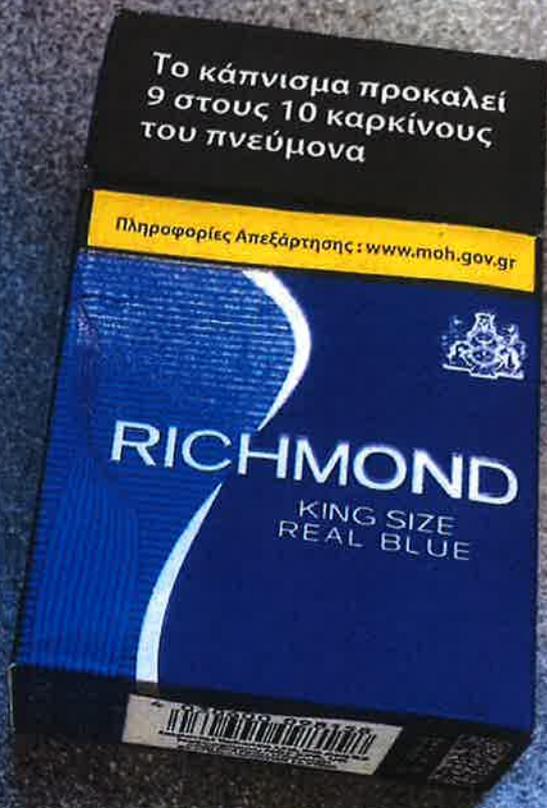
Signed
[Signature]

Date 17/11/2025
Issue October 2015



Page of





Buckinghamshire & Surrey
trading standards

V.....
Exhibit number
...../07

Signed

Date 17/11/2025
Issue October 2015





Buckinghamshire & Surrey
trading standards

v
Exhibit number

Signed *[signature]*

Date *1/11/2025*
Issue October 2016

Email: _____
General Enquiries: 0300 123 2329
www.bucksandsurreytradingstandards.gov.uk

Mr Pawandeep Bajaj
Bajaj Investments Ltd
163 High Street
STAINES UPON THAMES
Surrey
TW18 4PA

TRADING STANDARDS

Walton Street Offices
Aylesbury
Buckinghamshire HP20 1UP

Woodhatch Place
11 Cockshot Hill, Reigate
Surrey RH2 8EF

09 July 2025

Dear Mr Pawandeep Bajaj

ADVISORY LETTER

Tobacco and Related Products Regulations 2016
Standardised Packaging of Tobacco Products Regulations 2015

I am writing to you following the seizure of tobacco from your shop, Bobby's Food & Wine, in relation to offences committed under the above legislation.

I have now reviewed the investigation report from Senior Trading Standards Officer, Catriona Macbeth, in relation to a seizure of products that occurred from your shop, Bobby's Food & Wine, High Street, Staines.

On 16th April 2025 an inspection was undertaken at your shop and Ms Macbeth checked the compliance of the tobacco with the above mentioned legislation.

20 Richmond cigarettes, 1 Top Gun cigarette and 1 cigar were seized as evidence as these products breached Part 2 The Tobacco and Related Products Regulations 2016 and in particular Regulation 9 and Regulation 11; a person is guilty of an offence if that person breaches any part of Part 2. The cigarettes also breached Part 2 The Standardised Packaging of Tobacco Products Regulations 2015; a person is guilty of an offence if they breach any part of these regulations.

What happens now to the products seized from your premises?



The non-compliances detected are likely to amount to criminal offences. If prosecuted and found guilty, you could face an unlimited fine and even imprisonment.

However, on this occasion this Authority does not intend to take formal action and is willing to work with you so that you understand the law; it is unlikely that the same approach will be taken again.

Return of Seized Products

None of the products seized can be altered to bring them into compliance, therefore they will not be returned to you.

You also need to be aware as the premises are licensed for the sale of alcohol, under the Secretary of States S182 Guidance the use of licensed premises for the storage or sale of smuggled tobacco is grounds for a Review of the Premises Licence with revocation of the premises licence appropriate even on the first occasion.

Action requested of you

Please can you sign both copies of this letter and return one to us at your earliest convenience and in any event no later than 22 July 2025 in the stamped addressed envelope that has been provided. The second copy should be retained for your records.

Please can you also sign the enclosed waiver form and return it to us with the signed letter. Failure to sign and return the waiver form may result in an application to the Court for forfeiture and a cost order against you.

If you are unsure about any of the content in this letter, please contact me at

I look forward to hearing from you.

Yours sincerely,

Supervisor - Trading Standards

Enclosed: a letter to be signed (and one copy for your records), waiver form and envelope. Business Guidance.

Cc



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corporate affiliate member



Buckinghamshire & Surrey trading standards

Buckinghamshire & Surrey Trading Standards
Woodhatch Place, 11 Cockshot Hill, Reigate Surrey RH2 8EF

**Tobacco and Related Products Regulations 2016
General Product Safety Regulations 2005
Classification, Labelling and Presentation of Substances and Mixtures Regulations**

I confirm that I have received this Warning letter from Buckinghamshire and Surrey Trading Standards and that I understand that:

If I commit any offences under the above legislation, Trading Standards may investigate and consider taking formal legal action against me whether as an individual, sole trader, partner in a business or a company director in line with their enforcement policy.

Signed:

Name: Mr Pawandeep Bajaj

Dated:



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Buckinghamshire & Surrey Trading Standards
Woodhatch Place 11 Cockshot Hill, Reigate Surrey RH2 8EF

Tobacco and Related Products Regulations 2016
General Product Safety Regulations 2005
Classification, Labelling and Presentation of Substances and Mixtures Regulations

I confirm that I have received this Warning letter from Buckinghamshire and Surrey Trading Standards and that I understand that:

If I commit any offences under the above legislation, Trading Standards may investigate and consider taking formal legal action against me whether as an individual, sole trader, partner in a business or a company director in line with their enforcement policy.

Signed:

Name: Mr Pawandeep Bajaj

Dated:



20 X Hoken Sildenafil
X Hayati Pro

Buckinghamshire & Surrey
trading standards

Exhibit number
7/10

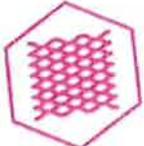
Signed

Date 17/11/2025
Issue October 2015

SURREY



20 MG



MESH COIL

PRO MAX

10.0 ML

HAYATI
PRO MAX

Scratch and Check

MADE BY PAX

This product contains nicotine which is an addictive substance

2.3g SUGAR

CRUNCH

Buckinghamshire & Surrey trading standards

v

Exhibit number

Signed

Date 17/11/2025

Issue October 2015

20 x Hayati
x Hayati

20 sigara

20 sigara

This product contains nicotine which is a highly addictive substance



KINDLY READ THE INFORMATION ON THE LEAFLET BEFORE USING THIS PRODUCT.

Instructions:

Take device out from candy bag & just inhale until the device battery stops working. Depending on the size of inhalos, device varies from 2500 - 4000+ deep inhalos to around 4000 - 4500 puffs smaller inhalos. (This varies upon use).

Ingredients:

Vegetable Glycerine, Propylene Glycol, Natural & Artificial Flavors, Nicotine Salt

WARNING:

Not for sale to those under the age of 18 and not suitable for pregnant and breastfeeding women. Keep away from children and pets. If you are not a nicotine user, kindly do not use this particular product. If you are allergic to any one of the ingredients mentioned, or if you are not sure, kindly do not use this product. This product contains nicotine which is highly toxic. If consumed orally, especially if the consumer is an infant, seek medical advice and contact your local poison center or physician immediately and keep this products information with you.

Nicotine: 20mg/ml
122µg Nicotine Per Puff

Product of:

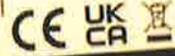
PAX Innovations (Shenzhen) Limited
Address: RM B08, Block A, Bldg 2,
Tongtai Times Centre, Haoyu Rd,
Bao'an District, Shenzhen, China
E-mail: info@pax-in.com
Website: www.hayatlvaper.com
WhatsApp: +88 17722690972



DANGER



MADE BY PAX



This product contains nicotine which is a highly addictive substance

Buckinghamshire & Surrey
trading standards

v Exhibit number /12

Signet

Date 17/11/2025
Issue October 2016

20 x Hayati
x Hayati

35p

eddo

2.3g SUGAR

£1.99

CRUNCH



Cool Lip[®]
Filter Tobacco

A Tobacco Product. Do not Swallow
NO GUTKHA, NO PANI MASALA, NO SUPARI
This Product is covered under TOBACCO COTPA ACT-2003
NOT TO BE SOLD WHERE IT IS NOT ALLOWED

Consumer Care No.: +91-11-40484048
Consumer Care E-mail: info@trdpgroup.com

Buckinghamshire & Surrey
trading standards

v
Exhibit number
/13

Signed
Date 11/11/2023
Issue October 2015



This pro
cotine v
addictiv

Enjoy Hayat! Enjoy Life
HAYATI!
HAYATI!

PRO MAX

Sigara içmek kan
akısını yavaşlatır
cinsel iktidarını
zayıflatır.
A.D. 171 Sigara Bırak

**TOBACCO USERS
DIE YOUNGER**

QUIT TODAY CALL 1800-11-2356

COOL Lip[®]
Filter Tobacco

100% TOBACCO

Sigara iç
hemen

Buckinghamshire & Surrey
trading standards

v
Exhibit number
/14

Signed
/14

Date 11/11/2025
Issue October 2015

EN
This tobacco
damage
SPIT TOBACCO



ENGLISH

This tobacco products can damage your health and is addictive.



GERMAN

Dit tabaksproduct kan uw gezondheid schaden en is verslavend



FRENCH

Ce produit du tabac peut nuire à santé et créer une dépendance

ORIGINAL

Udta Panchhi

Tobacco

NEW PACK



SPIT TOBACCO

SPIT TOBACCO
PAN MASHALI
SUGAR

Buckinghamshire & Surrey trading standards

Exhibit number [redacted] / 16

Signed [redacted]

Date 17/11/2025
Issue October 2015



SNICKERS



ओरिजनल

3 डत्ता पंक्खा TM



NET WT. 15g (0.529 OZ) When Packed, TOBACCO TAX CLASS C
CONTAINS TOBACCO NOT A FOOD PRODUCT खादक पदार्थ नही
This product falls under COTPA 2003 (I.e. Tobacco Act)
Line in Extra Tube NOT FOR MINORS PRODUCT OF INDIA



Archit



Mfd. By: SHIV TOBACCO CO.
DAMKORA ROAD, TOHANA (HARYANA)
GSTIN: 06AYIP50302B220

Customer Care No. 09354404713, E-mail: archit@shivtobacco.com
For Pkd. & Batch No. See The Back of the Packet

(Do Not Chew)

NOT FOR MINORS

Buckinghamshire & Surrey
trading standards
V. _____
Exhibit number
_____ 2/17
Signed _____
Date 17/11/2025
Issue October 2015



Buckinghamshire & Surrey trading standards

V...
Exhibit number

18

Signed

Date 17/11/2025

Issue October 2015



PRO MAX

4000+ PUFFS

FRESH MINT

This product contains nicotine which is a highly addictive substance



PRO MAX

Sigara dumanı
patetiklere zarar verir
sigara kullanımı
daha önce arken sağımı yol açarak
bu vücutlardaki tüm,
hasarlık ve engellilik riskini artırır.

ALO 111 Sigara Bırakma Hattını Arayın

MAYFAIR

Smoking kills

Marlboro Touch White

20 Sigara

Imar provoca 9 de cada
cánceres de pulmón

9 de cada 10 fumadores
desarrollan cáncer de pulmón



£1.69

£1.69

£1.32

Buckinghamshire & Surrey trading standards
v. Exhibit number [redacted] /19
Signed [redacted]
Date 11/11/2025
Issue October 2015



PRO MAX
4000+ PUFFS
FRESH MINT
This product contains nicotine which is a highly addictive substance

MAYFAIR
Smoking kills

Marlboro Touch White
20 sigara

SWITCH
DEANSON & HEDDERLEY
SMOKING CAUSES MOUTH CANCER

RICHMOND
Smoking seriously harms you and others around you

har provoca 9 de cada
cánceres de pulmón
PREMIUM BLUE
New Style

Buckinghamshire & Surrey trading standards
V. Exhibit number [redacted] /20
Signed [redacted]
Date 17/11/2025
Issue October 2016

£1.69





SALTED
CARAMEL



CRU
HIGH PROTEIN, L



Buckinghamshire & Surrey
trading standards

V
Exhibit number
[redacted] 7/21

Signed [redacted]

Date 17/11/2025
Issue October 2016





Buckinghamshire & Surrey
trading standards

V

Exhibit number [redacted] / 22

Signed [redacted]

Date 12/11/2025
Issue October 2015



DAIRY MILK Freddo

4 cigarettes

WARRIOR CRUNCH Caramel

Parliament

B&W
SMOKING CAUSES MOUTH CANCER

Blister pack of blue pills

Blister pack of white pills
B.N.O. SL-040
MFG. DT. 06/2024
EXP. DT. 05/2027

Buckinghamshire & Surrey trading standards
v
Exhibit number [redacted]
Signed [signature] /23
Date 1/11/2025
Issue October 2015



Email: _____
General Enquiries: 0300 123 2329
www.bucksandsurreytradingstandards.gov.uk



Mr Pawandeep Bajaj
Nappa Ltd
Singh Hub
157 High Street
STAINES
Surrey
TW18 4PA

TRADING STANDARDS

Walton Street Offices
Aylesbury
Buckinghamshire HP20 1UP

Woodhatch Place
11 Cockshot Hill, Reigate
Surrey RH2 8EF

23 May 2024

Dear Mr Bajaj

ADVICE LETTER

Tobacco and Related Products Regulations 2016
General Product Safety Regulations 2005
Classification, Labelling and Presentation of Substances and Mixtures Regulations

I am writing to you as the director of Nappa Ltd trading as Singh Hub, in relation to offences committed under the above legislation.

I have now reviewed the investigation report from Senior Trading Standards Officer, Catriona Macbeth, in relation to a seizure of products from your premises.

On 16th April 2024 an inspection was carried out at Singh Hub and I checked the compliance of the disposable vapes (aka "puff bars") and the shisha with the above-mentioned legislation. The vapes are e-cigarettes (Nicotine Inhaling Devices) used for the consumption of nicotine-containing vapour.

266 x assorted vapes, all either above the maximum permitted tank size of 2ml; above the maximum permitted nicotine content and/or without required information and/or without the required CLP warnings were seized as evidence as these products breached Part 6 the

Tobacco and Related Products Regulations 2016; a person is guilty of an offence if that person breaches any part of Regulation 6 except for Regulation 32.5 and Regulation 34.

5 x packs of shisha were seized as evidence as these products breached the Tobacco and Related Products Regulations 2016, in that under Regulation 48 of the Tobacco and Related Products Regulations 2016; a person is guilty of an offence if that person breaches Regulation 28 (labelling and presentation of herbal products for smoking).

I understand that Ms Macbeth has provided you with a copy of some guidance about the legal requirements for supplying vapes.

As non-compliances were detected, the purpose of this letter is to explain the requirements of the legislation and to assist you in trading lawfully in the future.

This letter also sets out what will now happen with the products which were seized from your premises on the suspicion that they were in breach of the above Regulations.

1 – Legal requirements relating to the supply of e-cigarettes containing nicotine

Tobacco and Related Products Regulations 2016

Requirement for products to be notified to the MHRA prior to sale

You can only sell pre-filled disposable e-cigarettes or any other vaping liquid that contains nicotine which have been notified to the Medicines and Healthcare products Regulatory Authority (MHRA). When sourcing new supplies of any e-cigarette or e-liquid product, check that a compliant notification has been published in one of the Notified Product lists that can be found on the MHRA's website (<https://cms.mhra.gov.uk/>).

If you cannot find the product on the MHRA's website, ask your supplier to confirm that it has been published and provide details to enable you to confirm the product's status. If a product has yet to achieve publication status, they may not supply it to you. Any stock offered for sale without said MHRA publication status is liable to seizure.

None of the products seized have been notified to the MHRA as required.

The Maximum Capacity & Strength of E-Cigarettes

Nicotine containing liquid which is presented for sale in a disposable electronic cigarette must not be in a volume exceeding 2ml. *All of the vapes seized were above the 2ml limit.*

The maximum nicotine content of any type of e-cigarette be it a re-fillable or a disposable device is 2% (or 20mg/ml in liquid form). Devices with a nicotine content higher than 2% cannot be sold in the UK. Please be aware that many manufacturers, for example Geek Bar, produce different versions of the same brand/flavour for both the EU/UK market where



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the limit is 2% and also for other markets (i.e. the USA) where the limit is higher- typically 5%. 30 of the vapes seized had a nicotine content of 5% (50mg/ml). As regards the VNSN vapes whilst the packaging stated 0% Nicotine, both the ingredients and the warnings demonstrated that the products contained nicotine and were missing required traceability information.

You must make sure that any stock you order, particularly if you are ordering online, is intended for supply to the UK market.

Labelling of E-Cigarettes

Each unit pack (individual e-cigarette) must include a leaflet which provides the following information. If the required leaflet information can fit on the pack and other labelling within the pack without loss of legibility to the consumer, a separate leaflet insert is not required. Such information should include:

- Instructions for use and storage of the product, including a reference that the product is not recommended for use by young people and non-smokers;
- Contra-indications;
- Warnings for specific risk groups;
- Possible adverse effects;
- Addictiveness and toxicity;
- Contact details of the producer. The producer is any person who, in the course of a business, with a view to supplying the product for consumption in the United Kingdom or through the travel retail sector
 - manufacturers the product
 - puts a name, trade mark or other distinguishing mark on it by which the person is held out to be its manufacturer or originator; or
 - imports it into any part of the United Kingdom

The contact details for the importer into the United Kingdom was missing from the items seized as was other required information.

Each unit pack (individual e-cigarette) and any container pack (packaging containing one or more unit pack) must include:

- A list of all ingredients contained in the product set out in descending order by weight;
- An indication of the nicotine content of the product and the delivery per dose;
- The batch number
- A recommendation to keep the product out of reach of children.
- A warning on the front and back surfaces of the pack stating: **“This product contains nicotine which is a highly addictive substance”**. This wording must



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be used exactly as stated, occupy the greatest possible proportion of the space reserved for it and must cover 30% of the surface.

- Where the product contains more than 1.7% nicotine a red diamond containing a skull and cross bones and a raised tactile triangle is required.

None of the products seized from your premises had all of the necessary information.

Packs may not contain anything that:

- Promotes the product by creating an erroneous impression about its characteristics, health effects, risks or emissions.
- Suggests the product is less harmful, has health benefits or environmental advantages.
- Resembles a food or a cosmetic product (though images of the flavourings are acceptable).
- Suggests economic advantage – e.g. vouchers, offering discounts, free distribution, two-for-one, etc.

2 – What happens now to the products seized from your premises?

The non-compliances detected are likely to amount to criminal offences. If prosecuted and found guilty, you could face an unlimited fine and even imprisonment.

However, on this occasion this Authority does not intend to take formal action and is willing to work with you so that you understand the law and so that no further non-compliant products are supplied by you or returned into the supply chain. In addition, your premises will be visited again in the future to assess compliance. If further breaches of the above legislation are detected, it is unlikely that the same approach will be taken again.

Return of Seized Products

None of the products seized can be altered to bring them into compliance, therefore they will not be returned to you.

I understand that the supplier of these products was located at Charles House and whilst you were provided with invoices, these did not accurately describe all of the products you purchased; this should have indicated to you that there were a problems with the devices supplied to you and this means that you are unable to provide traceability.

You are obliged to provide traceability under Regulation 8 of the General Product Safety Regulations 2005 and failure to do so could lead you to commit further criminal offences for which the penalty is a fine and or up to 3 months imprisonment.

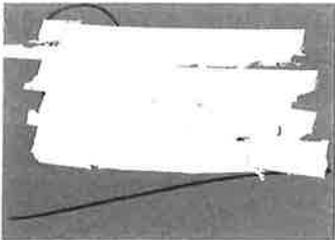
Action requested of you

Please can you sign both copies of this letter and return one to us at your earliest convenience and in any event no later than 7th June 2024 in the stamped addressed envelope that has been provided as well as the copy invoices. The second copy should be retained for your records.

If you are unsure about any of the content in this letter, please contact me at

I look forward to hearing from you.

Yours sincerely,



Supervisor - Trading Standards

Enclosed: a warning to be signed (and one copy for your records) and envelope.



Chartered Trading
Standards Institute
corporate affiliate member



Buckinghamshire & Surrey Trading Standards
Woodhatch Place, 11 Cockshot Hill, Reigate Surrey RH2 8EF

Tobacco and Related Products Regulations 2016
General Product Safety Regulations 2005
Classification, Labelling and Presentation of Substances and Mixtures Regulations

I confirm that I have received this Warning letter from Buckinghamshire and Surrey Trading Standards and that I understand that:

If I commit any offences under the above legislation, Trading Standards may investigate and consider taking formal legal action against me whether as an individual, sole trader, partner in a business or a company director in line with their enforcement policy.

Signed:

Name: Mr Pawandeep Bajaj

Dated: