

- DEFECTIVE TOBACCO PRODUCT?
- UNEXPECTED SYMPTOM AFTER USE?
- STRANGE TASTE OR SMELL?



You can report problems with tobacco products,  
including e-cigarettes, using mobile or desktop devices.  
Please report health or product problems about a  
tobacco product to <https://www.safetyreporting.hhs.gov>.

# WHAT TO REPORT



## Unexpected health or product problems with the use of a tobacco product such as:

- Overheating, fires, explosions, or burns
- Seizures or other serious nervous system issues
- Toxic or allergic reactions
- Foreign material in the product
- Problems with packaging, labeling, or product parts

**Reports can be submitted by tobacco users and non-users on any tobacco product, including cigarettes, e-cigarettes, cigars, smokeless tobacco products, and oral nicotine pouches.**

<https://www.safetyreporting.hhs.gov>

## In your report, please:

- Detail the problem, step by step, along with any symptoms, prior health issues, treatments, and outcomes.
- Describe the affected person including age, sex, etc.
- Identify the specific product(s) involved (brand name, model and serial numbers, manufacturer, purchase location).
- Specify how the product was used (how long, how often, how much, the amount of time between the last use and the problem occurring).
- Upload an image of the product and packaging, if possible. You can also upload medical records, photos, or other files with this information.

## HOW FDA USES SAFETY REPORTS

FDA will review and evaluate safety reports and may take steps, as appropriate, to ensure that public health is protected.

If you have questions or concerns related to tobacco products or need help submitting a report, contact:

**FDA CENTER FOR  
TOBACCO PRODUCTS**  
**AskCTP@FDA.hhs.gov**

**1.877.CTP.1373**