

# Customer Case Study

## The Background

DBL were set up in 1961 and started by selling army surplus clothing and camping equipment. In 2000 they launched their website [www.surplusstore.co.uk](http://www.surplusstore.co.uk) and branched into the more specialist areas of BB guns, replica guns and knives. Now in their 9th year they have year on year growth and are a leading supplier of air rifles, knives and BB air soft guns.



## The Challenge

[www.surplusstore.co.uk](http://www.surplusstore.co.uk) were keen to not only adhere to the law which stipulates no-one under the age of 18 can be sold knives or guns, but also portray themselves as a socially responsible e-retailer.

“ We are aware that Trading Standards are tightening up on retailers selling age restricted goods online and we wanted to ensure that we were complying with the necessary legislation

Director, [www.surplusstore.co.uk](http://www.surplusstore.co.uk)

The Violent Crime Reduction Act 2006 stipulates that it is prohibited to sell knives and weapons to persons under the age of eighteen.

### 43 Sale etc. of knives and other weapons

- (1) The Criminal Justice Act 1988 is amended as follows.
- (2) In section 141A(1) (prohibition on sale of knives etc. to persons under sixteen), for “sixteen” substitute “eighteen”.

## Why did [www.surplusstore.co.uk](http://www.surplusstore.co.uk) choose 192business?

[www.surplusstore.co.uk](http://www.surplusstore.co.uk) found that by using 192business' solutions they could be confident that all their customers were over the age of 18 and they were doing all they reasonably could to verify an individual's age.

When doing an age check [www.surplusstore.co.uk](http://www.surplusstore.co.uk) are automatically completing an anti-fraud check at the same time, helping to eliminate costly chargebacks.

“ 192's solutions provide a quick and easy way to verify our customer's details. Not only can we verify their address but we can stop underage customers buying products off our site

Director, [www.surplusstore.co.uk](http://www.surplusstore.co.uk)