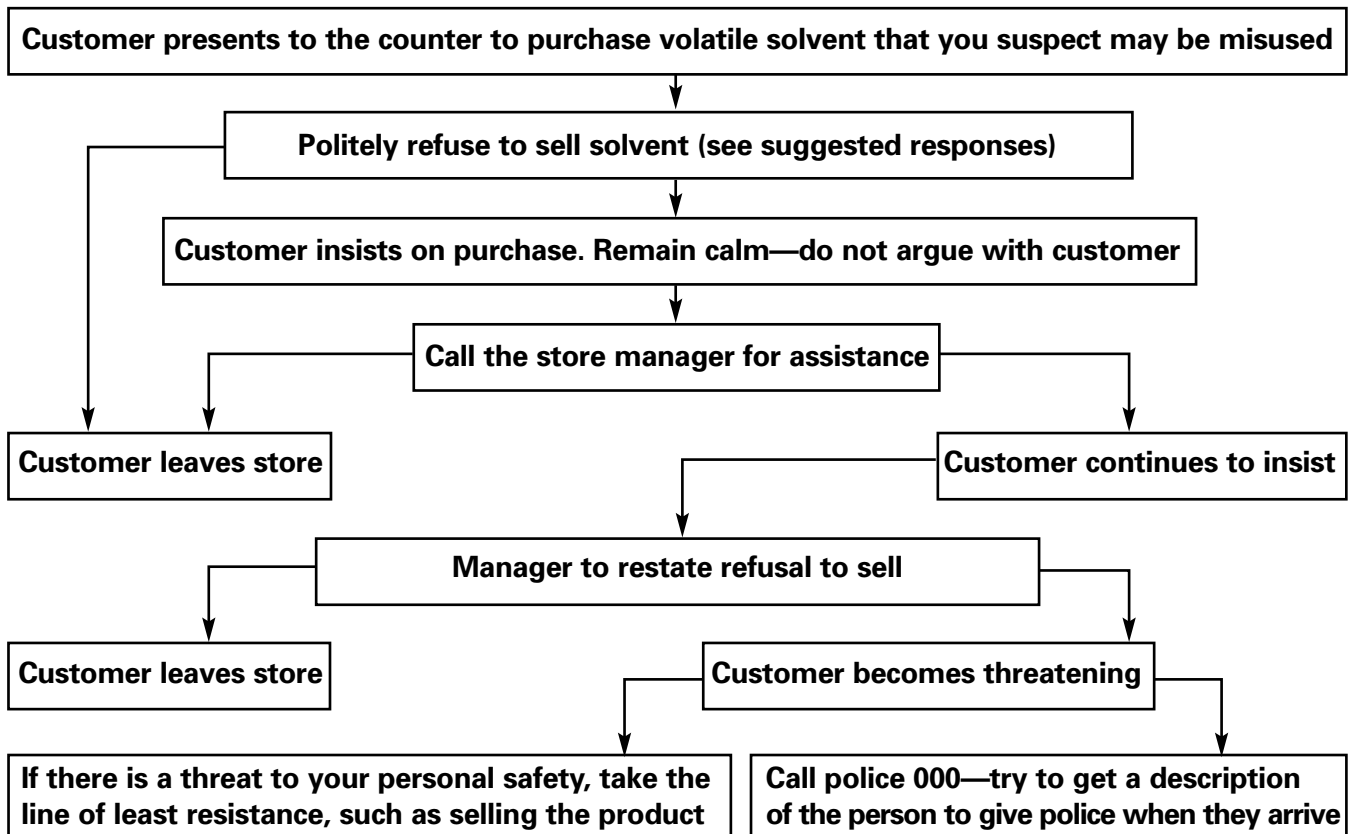


# Retailers' Flow Chart

**Suggested procedure for dealing with customers who you suspect may abuse solvents.**



## Signs of solvent abuse

*It can be difficult to identify someone who may be abusing solvents. The following are some things you can look out for in making your decision.*

- Nervous or anxious behaviour or a drowsy, vacant or glazed expression in their eyes.
- Frequent or large purchases of solvents by the same individual.
- Solvents are more often abused by young people between the ages of 10 and 16 years.
- Individual or groups of young people standing around counters or areas where solvents are displayed.
- Traces or smell of solvent on breath or clothing.

Responsible sale  
of solvents